



## Mekong Explorer

### Classic Tour | 21 Days | Physical Level 1

Hanoi – Halong Bay – Hue – Hoi An – Saigon – 4N Victoria Mekong Cruise –  
Phnom Penh – Siem Reap

From spectacular Halong Bay and the treasures of old Hanoi, travel the length of this beautiful country, through Hue and Hoi An to the bright lights of Saigon, experiencing the authentic Vietnam all the way. Then, embark on a four-night cruise on the Mekong, relaxing onboard as you witness life on the river, finishing up in Cambodia to explore colonial Phnom Penh and magnificent Angkor temple complex.

- Explore Hanoi's vibrant Old Quarter
- Cruise the magnificent Halong Bay
- Indulge in a Royal dining experience in Hue
- Cross the breath-taking 'Golden Bridge'
- Be charmed by laid back Hoi An
- Test your senses at Noir in Saigon
- Relax on a 4-night deluxe Mekong cruise
- Visit captivating Phnom Penh
- Be inspired by spectacular Angkor temples
- Experience local life in Tonle Sap



#### Mekong Explorer tour inclusions:

- Return international economy flights, taxes and current fuel surcharges (unless a land only option is selected)
- All accommodation
- All meals
- All sightseeing and entrance fees
- All transportation and transfers
- English speaking National Escort (if your group is 10 or more passengers) or Local Guides
- Cambodia & Vietnam visa fees for Australian passport holders
- Specialist advice from our experienced travel consultants
- Comprehensive travel guides

*The only thing you may have to pay for are personal expenditure e.g. drinks, optional excursions or shows, insurance of any kind, tipping, early check in or late checkout and other items not specified on the itinerary.*

#### Classic Tours:

These tours are designed for those who wish to see the iconic sites and magnificent treasures of South-east Asia on an excellent value group tour whilst travelling with like-minded people. The tours are on a fully-inclusive basis so you'll travel with the assurance that all your arrangements are taken care of. You will be accompanied by our dedicated and professional National Escorts and local guides, whose unparalleled knowledge will turn your holiday into an unforgettable experience.

#### Physical Level 1:

All our tours feature a physical rating to help you select the right holiday for you. To travel on any of our tours requires unaided mobility and the ability to stroll around the sights.

'Mekong Explorer' is rated as a **physical level 1** tour. A reasonable level of fitness is required but it's more about spending time on your feet rather than covering large distances. You'll be getting on and off coaches, walking around the sights and climbing some steps.

- There will be sightseeing on foot for both short and extended periods of time often on uneven surfaces
- You will be required to get on and off small boats without assistance

Of course, our National Escorts and local guides will always endeavour to provide the highest level of service and assistance; however, they cannot be expected to cater for customers who are unfit to complete the itinerary.

#### Itinerary Changes

It is our intention to adhere to the day-to-day itinerary as printed; however, the order of events or sightseeing may change as we look to improve our tours or as local conditions dictate. In these circumstances we will make the best possible arrangements maintaining the integrity of your trip.

- The Notre Dame Cathedral is currently undertaking restorations which will continue until 2023. During this time customers are unable to enter the Cathedral; however, they can view it from the outside.

## Itinerary – Mekong Explorer

### Day 1: Hanoi

Fly to Hanoi where you will be met at the airport in the arrival hall by your Local Guide or National Escort. Together with all other group members who may be arriving at a similar time, you will transfer 45 minutes to your hotel and check into your room or store any luggage if your room is not ready yet. There is no sightseeing today.



#### Destination Information

**Hanoi** - With a population of approximately four million, Hanoi is a charming and richly historic city of lakes, shaded boulevards and leafy open parks. The centre is an architectural museum piece housing groups of ochre coloured buildings holding the air of provincial French towns of the 1930s, a “Paris of the Orient” as people have called it.

### Day 2: Hanoi

Discover the sights of Hanoi today. Visit the Ho Chi Minh Quarter and Ho Chi Minh's Mausoleum, followed by the Humble House on Stilts and the One Pillar Pagoda. Next drive to the serene Temple of Literature, Hanoi's first university. Later experience an exhilarating cyclo ride through Hanoi's Old Quarter. Each cyclo takes one passenger and is operated by a cycle driver behind the carriage. Stop for the opportunity to taste some traditional egg coffee, before proceeding to a late lunch. Tonight, attend The Quintessence of Tonkin show, an artistic open-air performance celebrating the rich history of northern Vietnam.



*Please note: Ho Chi Minh's Mausoleum is closed for entry on Mondays and Fridays every week and from September to December each year. During these times, we are unable to enter the Mausoleum; however, we can view it from the outside.*

#### Destination Information

**Ho Chi Minh Quarter** - Dedicated to the father of modern Vietnam and where Ho Chi Minh's Mausoleum stands in Ba Dinh Square. Ho Chi Minh first declared independence from French rule in 1945.

**Humble House on Stilts** - In the grounds of the Presidential Palace sits the 2 storey wooden home of Ho Chi Minh who ruled Vietnam from here until his death in 1969.

**One Pillar Pagoda** - Rebuilt in 1955 after damage during the French evacuation, the pagoda is made of wood and sits on a single pillar. Designed to reflect the shape of a lotus flower emerging from the water, it has become a popular spot for locals to enjoy the tranquil surroundings.

### Day 3: Hanoi – Halong Bay

Drive around 2 and a half hours from Hanoi to Halong, where you will take an overnight cruise to the far-most corners of the bay by boat. Boarding your boat could involve navigating your way over and through other boats, moored between it and the dock, sometimes without handrails, ladders or assistance from staff.

Enjoy lunch on board as you cruise out into the bay, stopping to anchor for an afternoon of activities. Activities are subject to change due to cruise selection and weather conditions. Sightseeing usually includes visiting underground caves on



the islands which involves climbing up and down lots of steps. End the day on deck with a drink in hand to watch the sunset over the bay followed by a freshly prepared dinner, before retiring to your cabin for the night.

*You will need to pack a smaller overnight bag for your trip to Halong Bay. Main luggage will be left in safe storage at the hotel in Hanoi and picked up your return.*

*Please note: Weather conditions such as mist, fog, wind, rain and storms may delay the departure time of your cruise, or in some cases your cruise may be cancelled. Notifications of any delays or cancellations may not be known until your group's arrival in Halong Bay. If your cruise is cancelled after your arrival in Halong Bay, you will have lunch in Halong City and return to Hanoi. If notification of the cruise cancellation is given prior to your departure for Halong Bay an alternative day trip will be arranged to Hoa Lu and Tam Coc or 'Halong Bay on Land', an area located approximately 2 hours from Hanoi. Our guides will make every effort to inform the group at the earliest possible moment should there be any itinerary changes.*

#### **Destination Information**

**Halong Bay** - Compared to the landscape of the limestone islets of Guilin in China and Krabi in southern Thailand, Halong Bay shares a common border with China in the north and harbours some of the most stunning scenery in Vietnam. Unique rock sculptures jut out dramatically from the clear emerald waters of the Gulf of Tonkin and numerous grottoes have created an enchanting, timeless world, looking out onto the horizon with the sails of the junks and sampans completing the picture.

### Day 4: Halong Bay - Hue

Spend the morning sailing through Halong Bay. After brunch return to Hanoi for your 1-hour flight to Hue.

#### **Destination Information**

**Hue** - Having been the imperial capital from 1802 until 1945 after the last emperor abdicated; Hue is still regarded as the centre of Vietnam's culture and religion. The city is dominated by the Imperial Citadel that is modelled on the Forbidden City in China. There are many wonderful pagodas and temples of high significance and it contains the Grand Tombs of the Nguyen Emperors.



## Day 5: Hue

This morning visit the Imperial Citadel containing the Forbidden Purple City which is still being restored many years after the destruction caused by street fighting and bombing during the American War in Vietnam. Visit the Royal Tomb of Minh Mang to explore the opulent and exotic resting place laid out in formal Chinese style. Continue with a cruise along the Perfume River to the Thien Mu Pagoda, Hue's oldest and most beautiful pagoda, built on a hillock overlooking the river. Boarding your cruise could involve navigating your way over and through other boats, moored between it and the dock, sometimes without handrails, ladders or assistance from staff. Finally, visit Tha Om Garden House and its owner, Mr Vinh. Explore the traditional 19th century Hue residence and listen to Mr Vinh's stories of his royal heritage before returning to your hotel.



### Destination Information

**Imperial Citadel** - A walled fortress accompanied by cannons, artilleries and surrounded by a moat for protection. Inside the Citadel are numerous gates, courtyards and the Forbidden Purple City.

**Forbidden Purple City** - Constructed for personal use by the Imperial family, their concubines and eunuchs. This royal structure is still being restored many years after the destruction caused by street fighting and bombing during the American war in Vietnam. Wander the grounds and foundations whilst viewing the remaining woodwork and architecture.

**Royal Tomb of Minh Mang** - Emperor Minh Mang reigned in the Nguyen Dynasty, the last of the Vietnamese dynasties, from 1820-1840. The construction of his tomb was completed after his death and is said to have taken approximately 10,000 workers to complete. The complex comprises of almost 40 monuments and is surrounded by gardens and pools, making it one of the more beautiful tombs in Vietnam.

**Thien Mu Pagoda** - This seven-storey octagonal tower built on a hillock, overlooking the Perfume River is Hue's oldest and most beautiful pagoda. Wander the grounds where bonsai, ponds and the smell of incense set a peaceful backdrop.

## Day 6: Hue – Hoi An

After breakfast, drive approximately 4 hours to Hoi An, this journey will take you over the scenic Hai Van Pass. Stop en-route at Ba Na Hills for lunch, visiting the Golden Bridge, a beautiful bridge held by gigantic stone hands with panoramic views.

*Please note: To visit Ba Na Hills and the Golden Bridge, you will take a 30-minute cable car journey up the hill, with scenic views. There is a small altitude adjustment as it is at 1400m.*



### Destination Information

**Golden Bridge** – At 1,414m above sea level, this beautiful bridge has been likened to 'giant hands of Gods' and is home to some of the best scenic views around.

**Hoi An** - Perhaps more than any other place in Vietnam, Hoi An retains the feel of centuries past. Once known as Faifo, Hoi An was an influential port along the Silk Road. For over 500 years merchants from China, Japan, France and Portugal settled in the prosperous town resulting in a distinctive blend of culture, cuisine, religion and architecture.

### Day 7: Hoi An

Visit a local community farming project just outside of Hoi An – Tra Que village, where the community has come together to create a large vegetable farm. After lunch at the local restaurant, learn the traditional methods the farmers use to plant, fertilise and harvest the crop, then try your hand at raking the ground and sowing seeds. In the afternoon, enjoy a walking tour through the streets of Hoi An, arriving first at Chua Ong Pagoda. Next, pass by the 200-year old Tan Ky House and take a short break at the Japanese Covered Bridge - one of Hoi An's most iconic structures. Visit the Reaching Out Tea House, an establishment that aids locals with disabilities, for a rejuvenating cup of tea.



#### Destination Information

**Tra Que Village** - Located a few kilometres from Hoi An, this picturesque village is renowned for its agriculture. Witness local farming techniques and learn about different exotic Vietnamese produce.

**Japanese Covered Bridge** - First constructed in the 1590s to link the Japanese and Chinese quarters of the town. This iconic pink hued bridge has been restored to its former splendour.

**Reaching Out** – Provides opportunities for people with disabilities to learn skills and gain meaningful employment. The arts and crafts workshop provides a platform for local people to showcase their talents.

### Day 8: Hoi An – Saigon

Spend some time at leisure before flying to Saigon. After check-in, the rest of your day is at leisure.



#### Destination Information

**Saigon** - The exuberant city of Saigon is driving Vietnam forward into the modern world, but is also a treasure trove of fascinating heritage. During the 1960s and early 1970s, Saigon was the Pearl of the Orient, which flourished under the American occupation. In more recent times, it was the seat of the South Vietnam government until the events that led to the country's reunification. Today, the old mixes seamlessly with the new and you can wander through timeless alleys to incense-infused temples before catching up with the present in designer malls beneath sleek skyscrapers.

## Day 9: Saigon

Explore modern day Saigon with its heady mix of local culture and colonial influences. Start with the chilling War Remnants Museum and learn of the turmoil that once gripped the country. Explore further with an exhilarating cyclo ride through modern Vietnam. Each cyclo takes one passenger and is operated by a cycle driver behind the carriage. Pass by the Notre Dame Cathedral, the Central Post Office, and end your ride at the Reunification Palace.

### Destination Information

**War Remnants Museum** - Comprised of numerous buildings displaying military equipment, photographs and artefacts relating to the Vietnam War from 1961-1975. This museum illustrates a harrowing period in this nation's history.

**Notre Dame Cathedral** - Influenced by French design and built between 1863 and 1880, the red brick exterior and 60-meter bell towers overlook downtown Saigon.

**Central Post Office** - Located next to the Notre-Dame Cathedral. The Central Post Office building was constructed in the late 19th century. It counts Gothic, Renaissance and French influences and was designed by Auguste Henri Vildieu and Alfred Foulhoux, but is often erroneously credited as being the work of Gustave Eiffel.

**Reunification Palace** - Built on the site of the former Norodom Palace, is a landmark in Ho Chi Minh City, Vietnam. It was designed by architect Ngô Viết Thụ and was the home and workplace of the President of South Vietnam during the Vietnam War. It was the site of the end of the Vietnam War during the Fall of Saigon on 30th April 1975, when a North Vietnamese Army tank crashed through its gates.

## Day 10: Saigon

Confront the reality of guerrilla warfare at the Cu Chi Tunnels. The cramped tunnels were central to a few of the war's strategic operations, including the famous 1968 Tet Offensive, and they did not escape damage. American B52 bombers dropped hundreds of missiles leaving huge tell-tale craters behind. The Cu Chi experience can be emotional for some visitors, but it offers a fascinating window into the hardship and traumas of war. Sightseeing here involves two hours on foot on uneven mud paths through the bush and, if you choose, crawling through some of the tunnels. After an afternoon at leisure, enjoy dinner in the dark at Noir.



#### **Destination Information**

**Cu Chi** - the tunnels of Cu Chi are an immense network of connecting underground tunnels located in the Cu Chi district of Ho Chi Minh City (Saigon), Vietnam, and are part of a much larger network of tunnels that underlie much of the country. The Cu Chi tunnels were the location of several military campaigns during the Vietnam War, and were the Viet Cong's base of operations for the Tet Offensive in 1968. The tunnels were used by Viet Cong soldiers as hiding spots during combat, as well as serving as communication and supply routes, hospitals, food and weapon caches and living quarters for numerous North Vietnamese fighters. The tunnel systems were of great importance to the Viet Cong in their resistance to American forces and helped to counter the growing American military effort.

**Noir Restaurant** – A unique culinary experience, Noir is a restaurant where you dine in the dark and experience your food in new ways. Waiters with visual impairments become your eyes and guide you through a delicious meal to challenge your other four senses.

#### **Day 11: Saigon – Victoria Mekong Cruise**

After breakfast, transfer to the meeting hotel in Saigon where you will say goodbye to your National Escort and be picked up for your cruise by your local guide from Victoria Mekong. Drive to Can Tho, stopping en route for a delicious local lunch. Board the Victoria Mekong which, after a welcome briefing, will cast off into the waters of the Mekong Delta. Relax with a sundowner on deck and sit down to a sumptuous gala dinner whilst enjoying a performance of Đờn ca tài tử - traditional music of the Mekong. Drop anchor at Tiger Island.



#### **Destination Information**

**Mekong River** – The 7<sup>th</sup> longest river in Asia and the heart of Southeast Asia civilisation, there is no tapestry of river life as fascinating and varied as the Mekong.

#### **Day 12: Victoria Mekong Cruise**

Enjoy an excursion on Tiger Island. Choose to explore by sampan or local rickshaw, visiting local industries such as net weaving, incense making and banh in (rice cakes) making. Continue upstream to Long Xuyen and disembark once more to visit the bustling floating market and a local museum. Sit down to dinner and evening entertainment before retiring to your cabin. Drop anchor at Vam Nao.

#### **Day 13: Victoria Mekong Cruise**

Cast off early to arrive in Tan Chau. On arrival, head to shore to visit a colourful Cao Dai temple and a silk village, where you'll learn all about the traditional silk making process, by xe loi (local rickshaw) or you can explore the town by electric bike. Eat lunch back on the ship before more shore excursions around Tan Chau, with the option to take an exhilarating speedboat ride to Tra Su Forest. This evening features a thrilling lion dance performance!



#### Day 14: Victoria Mekong Cruise

Today, the Victoria Mekong will pass over the border into Cambodia and sail towards Phnom Penh. Spend a relaxed day enjoying the passing scenery and a wealth of onboard activities, such as lectures and cocktail making. In the late afternoon, dock at Phnom Penh's Sisowath Quay where, this evening, you will be entertained with a traditional Cambodian apsara performance by local children. Sip a farewell cocktail before a final gala dinner.

#### Day 15: Victoria Mekong Cruise – Phnom Penh

Enjoy breakfast in the restaurant before disembarking and bidding farewell to the Victoria Mekong and meet your new Cambodian National Escort. Board a cyclo and head from the pier into the heart of the city to visit the magnificent Royal Palace and Silver Pagoda before perusing the treasures of the National Museum. After a final stop at Wat Phnom, enjoy a cold glass of local beer with beautiful views over the riverfront.

##### Destination Information

**The Royal Palace** - Built in 1866 by the French these ornate buildings are the official residence of the reigning Cambodian royal family and King Sihamoni.

**Silver Pagoda** - This concrete and marble structure includes a floor with over 5,000 silver tiles each weighing 1kg. Famous artefacts include a 90kg solid gold Buddha made in 1907 and an Emerald Buddha said to be made of baccarat crystal.

**National Museum** - Housing the world's finest collection of Khmer pottery, bronzes and sculptures dating from the 4th century.

**Wat Phnom** - Home to a hilltop temple that carries the cities namesake. Locals flock here to pray for good luck and success.

#### Day 16: Phnom Penh – Siem Reap

Reflect on the history of the city with a visit to the Tuol Sleng Museum and Killing Fields. The visit to the Tuol Sleng Museum involves 1 hour on foot. This museum commemorates the atrocities that occurred during the regime of Pol Pot. The transfer south-west to the Killing Fields will take 30 minutes. You will spend about 1 hour here on foot for a harrowing insight into Cambodia's tumultuous past. Most people find it quite confronting and emotional so you will be given time to explore on your own. Later on, transfer to the airport for your 45-minute flight to Siem Reap.

##### Destination Information

**Tuol Sleng Museum** - This former school was used by the Khmer Rouge as a detention and torture centre in the late 1970s. Today this building houses paintings and photographs of the victims. You can see the crude cells built in the classrooms and the torture devices used to extract confessions by the regime.

**Killing Fields** - The emotional Killing Fields of Cheung Ek, made famous by the film of the same name. More than 17,000 civilians were killed and buried in mass graves here making this place a chilling reminder of the brutalities of the genocidal Khmer Rouge regime.

## Day 17: Siem Reap

Spanning from the 9th to 15th century, the Angkor complex with over 1,000 temples was the seat of the thriving Khmer Empire. UNESCO manages the complex and, to enter, your group will drive approximately 6km out of town to the main entrance gate to get your entrance passes, which you must carry with you. If you choose to climb at any site, you must be able to climb and descend without assistance. Begin at the city of Angkor Thom and the enigmatic Bayon, the Elephant Terrace and the Terrace of the Leper King before continuing to the temple of Ta Prohm, enveloped in a labyrinth of jungle. This afternoon is devoted to the fascinating and awe-inspiring Angkor Wat. In the evening, relax on-board a boat and view the sunset on Angkor's moat.



*Please note: The Central Tower of the Angkor Wat complex is closed on Buddhist holidays and on all other days has a limited number of visitors allowed at any given time, under regulations from UNESCO. If you wish to visit this tower, you will be required to wait in the queue alongside all other visitors. The ability to do this will be determined upon the groups' schedule.*

*The uppermost level of Bayon Temple will be undergoing restorations from January 2020 and may last several years. During this maintenance period passengers will be unable to access this area but can continue to enjoy the impressive architecture from the lower two levels.*

### **Destination Information**

**Angkor Thom** - This fortified city is flanked by a row of 54 stone figures on each side, which leads you through a 23-metre imposing stone entrance gate to the various temples inside.

**Bayon** - Beautifully crafted central towers, decorated with four opposing faces representing King Jayavarman VII. Bayon's stone galleries display extraordinary bas-reliefs incorporating over 11,000 figures.

**Elephant Terrace and Terrace of the Leper King** - Giant viewing platforms used for public ceremonies, which served as a base for the King's grand audience hall.

**Ta Prohm** - Swallowed by the jungle where Strangler Figs and Kapok Trees have entwined themselves around the ruins. Undoubtedly, the most atmospheric ruin at Angkor with several towers, closed courtyards and narrow corridors to explore.

**Angkor Wat** - Surrounded by a 190-metre moat and taking 30 years to build, Angkor Wat represents the Khmer civilisation at its grandest. With its fascinating decorative flourishes, extensive bas-relief and multiple tiers, it is the best-preserved temple within the complex.

#### Day 18: Siem Reap

In the high-water season, drive to Kampong Phluk is a cluster of three villages of stilts houses built within the floodplain of the Tonle Sap lake. In the lower water season, you will visit Chong Kneas floating village. Get a glimpse into local life at the home of a Khmer family. Return to Siem Reap to enjoy a performance by the PHARE Cambodian Circus, an NGO which teaches street children to become internationally renowned circus artists.



#### Day 19: Siem Reap

Today, travel by tuk tuk to a shared cooking lesson, where you will learn to prepare traditional Khmer dishes. The chef will teach you all about what goes into the local cuisine, as you create a delicious meal! Spend your afternoon at leisure before a farewell dinner.



#### Days 20-21: Depart Siem Reap

Today you will be transferred to the airport in time for your departing flight. Any time before your departure today is free at your leisure. Fly home to Australia, arriving the same or the following day.

*Please note: Only breakfast is provided on the groups day of departure; no refund will be given for meals missed.*

## Mekong Explorer Travel Information

### Visas

Entry visas are required for visitors to Cambodia and Vietnam. Particularly when arriving by port into Cambodia, a physical visa is required and therefore must be applied for in advance of travel. Wendy Wu Tours' Visa Department can assist you with the process of obtaining one. We will supply you with all paperwork and submit the visa application on your behalf. Visas for Vietnam are issued with specific start and expiry dates which are based on the dates stated on the visa application form. Travel must be completed within those dates. Please be advised that your passport must have at least 6-months validity left on it when you arrive back into Australia. Visa application forms and all relevant documentation are due in our office 60 days prior to departure; if received after this, urgent visa processing fees will apply.

To stay up to date with the latest visa requirements and travel advice visit [www.smartraveller.gov.au](http://www.smartraveller.gov.au)

### Insurance

It is a condition of booking with us that you take out suitable travel insurance. You must provide us with the name of your insurer, policy number and their 24 hour emergency contact number when you book with us or as soon as possible thereafter. These details will be available to your national escort should they be required. Wendy Wu Tours will not be liable for any costs incurred by you due to your failure to take out suitable travel insurance from the date of booking.

### Eating in South East Asia

Southeast Asia is home to an incredibly rich food history. The local cuisine is known for its intense flavours, spices and some of the freshest ingredients you can find. In general, meals include either rice or noodles and are packed full of flavour. Lemongrass, ginger, lime leaves, coriander, fish sauce and soy sauce are used in most local dishes. Whilst Southeast Asian food has a reputation for being hot and spicy, each region actually has its own distinct characteristics. Vietnam, for example, is perhaps best known for its fresh and aromatic dishes – relying heavily on flavours from fresh herbs such as mint, basil and dill.

Your itinerary has been carefully crafted to introduce you to a range of local dishes and we hope that you enjoy the culinary adventure ahead. All meals (excluding drinks) are included in our fully inclusive group tours from dinner on the day of your groups' arrival until breakfast on your day of departure. When dining in Southeast Asia, although some restaurants have adopted a western approach to dining, expect some restaurants to follow the traditional communal style of eating. Typically, this will mean each diner has their own small bowl and may serve themselves from a variety of shared dishes. At some local restaurants, appetizers and main courses might be served when they are ready instead of following a particular order.

Determining when it's appropriate to use chopsticks, forks or spoons can be challenging for some travellers, even other Asians, as each country has different customs. In Vietnam, dishes are normally placed in the centre and people serve food for themselves with their own chopsticks and bowl. In Thailand and some other countries in Southeast Asia, fork and spoon are used for most dishes and chopsticks are typically provided to eat noodles. Usually chopsticks or other utensils are provided to scoop the food into your bowl to prevent your own chopsticks from touching the food that remains on the table. Dining in Southeast Asia is fairly casual with not too many rules. Leaving food on the plate is not considered rude.





Please refer to your travel guide for more information on Southeast Asian cuisine, including information for travellers with restricted diets.

### Accommodation

Your accommodation is selected for convenience of location, comfort or character, and can range from a business hotel in one city to a family run guesthouse in a smaller town. In more remote areas, accommodation may be of a lower standard and may not have all western amenities. Hotels are generally rated as local three to four-star standard, but please note that there is no international classification system for hotels and differences in facilities and quality do exist between Australia and Southeast Asia. All group tour hotels have private western bathroom facilities, air conditioning, TV and telephone. Plumbing and electricity supplies can be erratic and quite often the power in hotel rooms is turned off while guests are out of the room. If you experience any difficulty, please speak to your National Escort/Local Guide. Rest assured that all hotels used by Wendy Wu Tours are regularly inspected by our staff and our partners to ensure that standards meet your needs.

**Solo travellers:** If you are a solo traveller and willing to share a room, you will not have to pay a single supplement for any hotel rooms. Willing to share single travellers booking within 75 days of the first day of a group tour will be subject to availability. If no suitable match is available at time of booking you will be required to pay all single supplements.

### Transport

**Coaches:** Coaches with air conditioning are used on our group tours for city sightseeing, short excursions to the countryside and longer transfers where necessary. However, mini buses may be used for smaller groups (under 10 passengers). Roads in South East Asia have generally improved over recent years, but traffic and/or weather conditions may extend driving times. Road construction work usually covers an enormous section of road - not just one or two kilometres as you may be used to. For this reason, the timings listed in the itinerary are approximations only.

**Planes:** Internal flights are based on economy class, with reputable airlines.

### Development in South East Asia

Although South East Asia is developing quickly, it still lacks the international standards of civil infrastructure and tourist facilities. Concepts of personal responsibility are also different to those in Australia. Consequently, tourist and public facilities may not uphold the same safety standards as in Australia; for example, you may see a hole in the road without a warning sign or safety barricade. All of our suppliers meet local safety standards as a minimum. We want you to have an enjoyable holiday so we ask that you take extra care, use your common sense, refer to notices and follow advice from your National Escort or Local Guides.

### Cambodia and Vietnam public holidays

If you are travelling within the below Cambodian and Vietnamese Public Holidays please note that celebrations can last a couple of days and during these times some businesses will be closed and coach, air and train travel may be affected. Tourist attractions will be open, but may be crowded. In Vietnam Tet Holiday is between 4<sup>th</sup> – 8<sup>th</sup> Feb 2019, 25<sup>th</sup> – 29<sup>th</sup> Jan 2020, International Labour Day is on 1<sup>st</sup> May every year, Reunification Day is on 30<sup>th</sup> April every year and National Independence Day is on 2<sup>nd</sup> September every year. In Cambodia Khmer New Year is 14<sup>th</sup> – 16<sup>th</sup> April every year, the King's birthday is 14<sup>th</sup> - 15<sup>th</sup> May and the Water festival is between 21<sup>st</sup> – 23<sup>rd</sup> November.

### Group Size

Most of our groups consist of 10 travellers or more and will be accompanied by a National Escort. There will usually be no more than 18 travellers in each group although you may encounter other Wendy Wu tour groups while you are travelling.

All our departures are guaranteed to operate with a minimum of 8 travellers booked (unless cancelled due to factors beyond our control). However, at our discretion we may operate departures with a smaller group size as we try to operate advertised departures wherever it is viable to do so. For groups with fewer than 10 travellers, departures will operate with local guides only.

### Tipping Policy

Tipping while on holiday is common in most parts of the world and Southeast Asia is no exception. However, it is not always clear who it is appropriate to tip and how much. Furthermore, travellers may not have the right amounts of cash available at the right time. In order to avoid any inconvenience Wendy Wu Tours operates a tipping policy where a stated amount is given to your National Escort at the beginning of your tour and tips are disbursed to local guides and drivers throughout your tour. The amount is designed to be at a reasonable level for travellers while being fair to the local people and includes a gratuity for the National Escort.

If you are travelling in a smaller group with local guides only, then tipping is paid in each destination. To be fair to the guides we ask for slightly higher amounts per traveller with small groups.

We generally find that most customers appreciate the convenience of our tipping policy but we do recognize that it may not suit everyone. However, as this is a group tour we ask that everyone follows the same protocol to be fair to other group members and to ensure smooth operation of your tour.

### After your booking

Once you have booked with Wendy Wu Tours, you will receive a confirmation invoice followed by deposit documentation, which includes a visa application form (if applicable), and a help sheet. Your final documentation pack will be sent to you approximately 2 weeks prior to departure.

### Itinerary changes

It is our intention to adhere to the day-to-day itinerary as printed; however, the order of events or sightseeing may change as we look to improve our tours or as local conditions dictate; in these circumstances we will make the best possible arrangements whilst maintaining the integrity of your trip.

**Last updated: 19 December 2019**