



JOURNEY THROUGH VIETNAM

JANUARY 1 – 17, 2020

TRAVELS TERMS & CONDITIONS

TOUR OPERATOR: Odysseys Unlimited

ADMINISTRATION: Exclusively developed for the Harvard Alumni Association by Harvard Alumni Travels

PROGRAM RATES:

Per person double occupancy:

- \$5,297—Air inclusive from Boston, New York, Washington, DC (including airline taxes and fees)
- \$4,295—Land only
- \$1,495—Single supplement

OPTIONAL CAMBODIA, ANGKOR WAT POST EXTENSION

JANUARY 16 – 19, 2020:

- \$1,095 – Per person, double occupancy
- \$245 – Single supplement

PROGRAM COST INCLUSIONS: Round-trip air transportation from listed cities, 13 nights' accommodations in Deluxe, Superior First Class hotels; 28 meals: 13 breakfasts, 7 lunches, 8 dinners; house wine and beer with welcome and farewell dinners; bottled water during touring; extensive sightseeing as described in day-by-day itinerary, including all entrance fees; services of a dedicated tour director; private motor coach transportation throughout the trip; luggage handling for one bag per person; gratuities for local guides, dining room servers, airport and hotel porters, drivers, and tour director; \$200,000 Emergency Medical Evacuation Insurance.

PROGRAM COST EXCLUSIONS: Airfare and transfers when purchasing a Land Only tour package; passports and visas (if applicable); optional sightseeing excursions; trip cancellation insurance; personal expenses such as beverages, laundry, room service, and meals not include in the itinerary; airline baggage fees—guests are responsible for contacting the airlines to determine if there will be any additional baggage fees; communication charges; items of a purely personal nature; any other items not specifically mentioned as included.

PROGRAM SIZE: This tour, (exclusively developed for Harvard Alumni Association Travels), is limited to 24 participants on a first-come, first-served basis. The minimum group size is 12. Should the minimum not be met, we reserve the right to cancel the program, levy a small group surcharge, and/or send the program without a Harvard study leader. We retain the right to add staff members and/or invited guests to any of our group departures regardless of the stated group-size limitation.

RESERVATIONS, DEPOSITS, & FINAL PAYMENT:

To reserve a space on this program, a \$1,000 deposit is required per person. Please call Harvard Alumni Travels at 800-422-1636 or 617-496-0806 or fill out and mail or fax the registration form (to 617-495-0434).

Reservations are acknowledged in order of receipt until the maximum enrollment has been reached. Deposits may be made by check, payable to Harvard Alumni Travels, or with a major credit card. Final payment, payable by check or credit card, is due September 28, 2020, 95 days prior to departure.

CANCELLATIONS & REFUNDS: Notification of cancellation must be received in writing by HAA from the participant. Refunds for cancellations are subject to the following per person charges: Cancel 95 days or more before departure: \$200 charge per person; Cancel 94-65 days before departure: 50% of tour price per person; Cancel 64-30 days before departure: 75% of tour price per person; Cancel 29-0 days before departure: No refund regardless of reason for cancellation.

If a guest makes any changes to their reservation from 94 to 30 days prior to departure, Odysseys Unlimited, Inc. will apply a \$100 per person administrative fee, in addition to any fees or penalties imposed by third parties. Changes are subject to availability and cannot be guaranteed. No changes to your departure date are allowed within 95 days of the departure date. If your reservation changes from double occupancy to single occupancy for any reason, you will be charged the single supplement. No changes are allowed within 30 days of departure. Upon reservation you must provide

your full legal name as it appears on your passport, your date of birth, and your gender. In the event an airline ticket is issued with incorrect information you have provided, you will be responsible for charges associated with the ticket's reissue.

We recommend that you purchase a travel insurance policy to cover cancellation due to unforeseen circumstances.

INSURANCE: We highly recommend the purchase of trip cancellation insurance to cover unexpected trip interruptions, cancellations, and lost baggage. An application for trip cancellation insurance through our recommended provider, Ripcord Rescue Insurance, will be provided by Harvard Alumni Travels upon confirmation. The pre-existing medical conditions exclusion is waived if the insurance is purchased within 14 days of initial deposit. Neither Harvard Alumni Travels nor our tour operators, including their representatives, employees and agents, will take responsibility for any costs, losses incurred or suffered by the guest, or guests' dependents or traveling companions, with regards to, but not limited to, cancellation or curtailment of the tour, emergency evacuation expenses, medical expenses, repatriation expenses, damage/theft/loss of personal baggage, money and goods. Nor do they accept liability for any airline cancellation penalty incurred by the purchase of a non-refundable airline ticket or other expenses incurred by tour participants in preparing for the tour.

AIR ARRANGEMENTS: Round-trip air transportation from BOS, NYC, or Washington, DC is included in the trip price. Odysseys Unlimited will arrange international as well as domestic connecting flights for all Harvard Alumni Travel participants, regardless of home city. Airline and departure taxes are subject to change until final payment has been made.

Neither Harvard Alumni Travels nor the tour operator accepts the liability for any airline cancellation penalty incurred by the purchase of a non-refundable airline ticket. The air ticket when issued shall constitute the sole contract between the passenger and the airline concerned.

WHAT TO EXPECT / PHYSICAL HEALTH: All participants must be in generally good health. Any condition that may require assistance or special medical attention must be reported at the time of your reservation. All programs require physical independence and mobility. Any physical or mental condition that may require special medical attention or physical assistance

must be reported in writing when you make your reservation. Travelers must be able to embark or disembark motor coaches alone or with minimal assistance from your traveling companion and climb stairs and step over raised thresholds without assistance. Travelers requiring assistance must travel with a companion who will be responsible for handling equipment.

You should be in good overall health and able to walk up to three miles over the course of a day and stand for periods of time in museums and at historic sites, often in the heat of the day. There will be several days with early departures and sometimes the touring will be scheduled for the entire day, without an opportunity to return to the hotel until early evening. You will stay in 6 hotels over the course of 13 nights with frequent transfers between cities (2 internal flights and a few long drives by motor coach). Temperatures in Vietnam range from pleasant upper 70s °F in Hanoi to more humid and hotter temperatures (upper 80s) in the south (Ho Chi Minh City). The central and southern regions of Da Nang and Ho Chi Minh City can also experience rainy periods during October/November. It is best to come prepared with rain gear.

Participants with medical issues and/or dietary restrictions must make them known to us well before departure, and impairments regarding mobility must be disclosed prior to booking. If you have any questions about the level of activity of this program or your ability to participate, please call Harvard Alumni Travels at 800-422-1636.

PREPARING FOR YOUR JOURNEY: You will be provided with comprehensive pre-departure travel information, including specific suggestions for packing, a recommended reading list and amenities pack.

EMERGENCY MEDICAL & EVACUATION

INSURANCE: As a service to our travelers Harvard Alumni Travels automatically provides basic emergency medical evacuation insurance. This policy has the following schedule of benefits: \$5,000 Accident/Sickness Medical Expense; \$200,000 Emergency Medical Evacuation (to the nearest appropriate facility based on medical necessity as determined by local attending physician) & Return of Remains; \$3,000 Emergency Reunion; \$5,000 Accidental Death and Dismemberment.

This insurance covers travelers for the Harvard-sponsored program dates, including optional group

extensions, but not for any independent travel plans. You will receive detailed information on this coverage approximately 30 days prior to your departure. Should you also purchase the Ripcord Rescue Travel Insurance offered to you at confirmation, it will provide you with benefits which are additional to those stated above. This insurance is secondary to any insurance the traveler may already have.

CHANGES IN ITINERARY, PROGRAM, STAFFING,

AND COSTS: The itinerary is subject to change at the discretion of Harvard Alumni Travels and the tour operator. We reserve the right to change a program's dates, staff (including study leader*), itineraries, or accommodations as conditions warrant. Harvard Alumni Travels reserves the right to cancel the program, levy a small group surcharge, and/or send the program without a study leader. If Harvard Alumni Travels is unable to confirm a study leader or should the study leader cancel from this program, we reserve the right to operate the program regardless of Harvard representation. Deviations from the scheduled itinerary are at the expense of the individual. All prices quoted are based on prevailing fuel prices, airfares and currency exchange rates in effect as of December 2018 and are subject to change.

*In the event of a cancellation by the Harvard study leader, we will attempt to notify all travelers as soon as possible. We will make every reasonable effort to find a replacement study leader, but our ability to do so will depend on the availability of appropriate lecturers and proximity to the departure date. If we are not able to provide an appropriate substitute we will make every reasonable effort to provide other educational opportunities or program enhancements to ensure a viable travel study experience. Please note that all participants are bound to the cancellation fee schedule and other terms and conditions of the program regardless of whether or not a replacement study leader is found

RESPONSIBILITY: The tour operator, its owners and employees act only as agents for the various independent suppliers and contractors providing transportation, hotel accommodations, restaurants, and other services connected with this tour. Such travel and services are subject to the terms and conditions under which such accommodations, services, and transportation are offered or provided, and Harvard Alumni Travels and the tour operator and their respective, employees, agents, representatives, and assigns accept no liability therefore. Harvard Alumni Travels and the tour operator, assume no liability for any injury, damage, loss, accident, delay, or other irregularity which may be caused by the defect of any

aircraft or vehicle or the negligence or default of any company or person engaged in carrying out or performing any of the services involved. Additionally, responsibility is not accepted for losses, injury, damages, or expenses of any kind due to sickness, weather, strikes, local laws, hostilities, wars, terrorist acts, acts of nature, or other such causes. All services and accommodations are subject to the laws of the country in which they are provided. Harvard Alumni Travels and the tour operator reserve the right to make changes in the published itinerary whenever, in their sole judgment, conditions warrant, or if they deem it necessary for the comfort, convenience or safety of the tour participants. They reserve the right to withdraw this tour without penalty. The right is also reserved to decline to accept or retain any person as a member of the tour, or to substitute another qualified leader or special guest. Baggage and personal effects are the sole responsibility of the owners at all times. The price of the program is given in good faith based on current tariffs and rates, and is subject to change. Any tariff, exchange rate, or fuel increases will be passed onto participants. As part of the consideration and right to participate in this tour, each participant will be asked to sign a liability release.

PERSONAL INFORMATION: All personally identifiable information provided by tour participants is strictly confidential. Personal information is not shared with third parties or made publicly available except under the following circumstances: Name, degree, home city, and email address*, may be included in the tour participant list that is distributed to tour staff and participants prior to departure; relevant information provided by tour participants to Harvard Alumni Travels and the tour operator is shared with the agents providing tour services in the destination. Per contractual agreement, the tour operator and its agents are prohibited to share or sell this information to other parties. *Please let us know if you would like to opt out of sharing your email address on the tour participant list.

APPEARING IN PHOTOS: Photos from Harvard trips may be posted on photo-sharing web sites or on social networking sites. Your likeness may appear in some photos or videos, posted either by Harvard Alumni Travels or other travelers, and the circulation of the materials could be worldwide. Trip photos may also be selected to appear in future Harvard Alumni Travels promotions; Harvard Alumni Travels will attempt to notify the traveler in advance, but no compensation is

available for appearing in a trip photo used for promotional purposes.

DISCLAIMER: Every reasonable effort has been made to ensure the accuracy of information presented in this publication. Harvard Alumni Travels is not responsible for errors in or damages resulting from use of the information contained herein. Information contained in this document is subject to change.

QUESTIONS Please call Harvard Alumni Travels at 800-422-1636 or 617-496-0806, or email us at haatravels@harvard.edu