

MEKONG PRINCESS CRUISE - Terms and conditions

MEKONG PRINCESS CRUISE

All Prices are Per Person in USD(\$) and include VAT and Port charges

CHILDREN POLICIES

- Children under 6 years old sharing the same bed with her/his parents: receives 80% reduction from adult price at double occupancy.
- Children from 6 years old up to 12 years old sharing the same bed with her/his parents: receives 40% reduction from adult price at double occupancy.
- Children from 12 years up & stay in a separate extra bed: receives 25% reduction from adult price at double occupancy.

Please note our cruises are not safe and suitable for small children under 6 years old as our ship have railings but no netting.

Note as well that our cruises are not suitable for guest with walking difficulties, the trip involves many uneven roads, climbing up and down local transportation (sampan, tuk-tuk, rickshaw, gangway, staircases, etc...) The ship is not accessible to wheelchair.

VIET PRINCESS CRUISES CORPORATION

Suite # 5.63, 5th Floor, Block B, Complex Apartment – Commercial – Officetel, Rivergate Residence Building [151 – 155 Ben Van Don Street](#), Ward Khanh Hoi, HCMC, Vietnam

CRUISE LENGTH(7 Nights)

01st July 2025

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ACCOMMODATION DETAILS

- All-Suite Luxury Vessel
- 02 Angkor Suites with Panoramic French Balconies and Wraparound Verandahs

(52.00 Square Meters)

- 02 Tonle Suites with Panoramic French Balcony (30.00 Square Meters)
- 04 Apsara Suites with Panoramic French Balcony (24.00 Square Meters)
- 04 Saigon Suites with Panoramic French Balcony (24.00 Square Meters)

- 02 Junior Suites with Panoramic French Balcony (20.00 Square Meters)
- Angkor & Tonle Suites are Fixed King Beds
- Apsara Suites, Saigon Suites & Junior Suites are Convertible from Two Twin-Size

to One Queen-Size Bed

RATE INCLUSION:

1/ Dining, Wellness & Entertainment

- Expertly Trained Culinary Team Providing Buffet Breakfast, Buffet Lunch, and Seated Multiple Course Dinner, including exclusive 'Spa Cuisine' and French- Indochina Inspired Options.
- Complimentary Organic Coffee, Herbal Teas, Mineral Water, Soft Drinks, Local Beer, Local Spirits.
- Cultural Performances, Educational Talks, Cooking class and Tropical fruits demonstration and tasting.
- Enhanced Fitness Facility
- Themed Dinners
- Spacious Air-Conditioned Lounge
- Complimentary Wi-Fi in all public areas of the ship
- Library & games available
- Shipboard & Shoreside Gratuities

2/ Complimentary Excursion Amenities

- Wellness and Culture Based Included Shore Excursion Program Including All Admissions
- Port charges
- Unique Exclusive Cruise Program Itinerary
- Shoe Cleaning After Excursion
- Welcome Drink & cold scented face towels following Excursions
- Individual VOX Listening Devices Throughout the Cruise
- Maximum 30 Guests Per Guide on All Excursions
- Full-Size Motor Coach on All Excursions (Where Applicable)
- Deluxe Sampans with Cold Towel Service, Fresh Fruit, and Tea/Coffee Service

(Where Applicable)

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3/ In Suite Accommodation | Amenities

- Complementary Mini Bar all week
- Thermos bottles for excursion
- In-room Breakfast (Available Upon Request)
- In Suite electronic Safe, Telephone for internal communication
- Individual Climate Control & Colonial ceiling fan
- Hair dryer, Multi configuration plugs (V220 & V110)
- Luxury Honeycomb SPA Bathrobe & slippers
- Pillow Menu, nightly Pillow Chocolates
- Long Shoe horn, Alarm clock , Flat Screen LCD TV with Movie channel
- All- Natural Local SPA quality Bath amenities, Make up magnifying mirror
- Mineral water jugs
- Orchids flower, Daily newspaper
- 500-Thread Count Linen Duvet cover or blanket & sheet
- Night light in bathroom
- 24/24 reception on call
- Floor to ceiling windows with French balcony
- All bathrooms with panoramic windows facing the Mekong River
- Butler Service in Angkor Suites to Include:

o Red or White wine bottle on embarkation with fresh fruit plate o Free Laundry all week until Tuesday evening.

o Complementary personal WIFI

o In Suite Breakfast

o Nightly Turndown Service

o Assistance with Pillow Menu Selection

o Presentation of Spa-Quality Bath Amenities

o Entertainment System Assistance

o Ensures your Accommodations is Immaculate

o Polish and Condition Shoes Upon Request

o Refreshes Ice Bucket

o Prepare and Pack Luggage Upon Request

o Scented Bath on Request

o Complementary daily Newspapers delivery

o Complementary daily evening Canapés

o Complementary 1 hour massage per person in onboard SPA

• Butler Service in Tonle Suites to Include:

o Red or White wine bottle on embarkation Fresh Fruit Plate o In Suite Breakfast

o Nightly Turndown Service

o Assistance with Pillow Menu Selection

o Presentation of Spa-Quality Bath Amenities

o Entertainment System Assistance

o Ensures your Accommodations are Immaculate

o Polish and Condition Shoes Upon Request

o Refreshes Ice Bucket

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- o Prepare and Pack Luggage Upon Request
- o Scented Bath on Request
- o Complementary daily Newspapers delivery o Complementary daily evening Canapés

4/ Included Transportation

- Transfers from Siem Reap to Embarkation/Disembarkation Points from Designated Locations
- Transfers from Ho Chi Minh City to Embarkation/Disembarkation Points from Designated locations

RATE EXCLUSION:

- Air fare to/from Destination
- Transfers Outside Included Transportation as Provided by Viet Princess Cruiser

Corporation

- Premium Wines & Spirits & Champagne
- All Incidentals
- Visas
- Massage SPA onboard
- Gift Shop onboard

IMPORTANT NOTES:

Visas are required for Travel to/from Vietnam & Cambodia and are the responsibility of the guest to obtain.

Please note: Cambodian visa can be ONLY proceeded onboard at the border (\$50 in cash per persson.) Vietnam visa CANNOT be proceeded onboard.

2026 TERM AND CONDITIONS FIT GUESTS

Reservations & Payments

To reserve your cruise, an \$400 per person deposit of the total cruise fare is required at the time of booking. Full payment is due no later than 90 days prior to departure. Guests will not be permitted to change travel agents once final payment has been received by Viet Princess Cruiser Corporation. Final documentation will be issued after receipt of final payment and approximately 30 days prior to sailing. All reservations are subject to cancellation if payments are not received by the final payment due date and are guaranteed only when paid in full 90 days prior to sailing.

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FIT Cancellation Policy

Should you find it necessary to cancel your reservation or any component thereof, you or your travel professional are required to contact Viet Princess Cruiser Corporation directly by telephone as well as submit your cancellation in writing.

If your cancellation request is received more than 90 days prior to your initial sailing date, a \$400 non-refundable administrative fee will be charged per person. This administrative fee may not be converted to a future cruise credit.

Cruise cancellation requests received within 90 days of the initial sailing date will be subject to the following charges, regardless of suite resale:

- 90 – 61 days prior to the initial sailing date: 50% of the total cruise fare per person.
- 60 – 0 days prior to the initial sailing date or non-appearance at the time of sailing: 100% of the total cruise fare per person.

Operational Terms and Conditions

Terms and Conditions apply to all vessels under Viet Princess Cruiser Corporation 's operation unless otherwise noted. Any and all information contained herein is in effect at the time of printing and is subject to change at any time.

Itinerary arrival and departure times are always subject to change without notice. Viet Princess Cruiser Corporation reserves the right to cancel, alter, advance, postpone or substitute any scheduled sailing or itinerary, substitute another vessel for the scheduled ship, or substitute or cancel scheduled ports of call, which, in its sole judgment and discretion, is justified for any reason, and to do so without liability for any loss whatsoever to guests as a result of said change(s). Additionally, Viet Princess Cruiser Corporation reserves the right to cancel reservations and bookings in the event of a full-ship charter, whether or not a deposit or full payment has been received, and in such

event, Viet Princess Cruiser Corporation 's only liability will be to refund to the guest the amount it has received.

Viet Princess Cruiser Corporation makes arrangements for transportation, other than cruise passage, only as a booking agent. Viet Princess Cruiser Corporation's responsibility does not extend beyond the vessel. In arranging for the transportation of guests to and from the ship, Viet Princess Cruiser Corporation does so with independent contractors. Viet Princess Cruiser Corporation is not responsible for incidents such as airline cancellations, re-routings or any disruption of scheduled services or accommodation, or lost luggage.

All schedules, fares, and terms and conditions listed in this document are effective from 01st January 2026 till 31st December 2026 and supersede any schedules, prices, and terms and conditions previously published.

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All fares indicated in this document including shore excursions and suites on board, are capacity controlled, subject to change at any time without notice and do not guarantee availability. All are subject to change and/or cancellation without notice.

Travel documents will not be dispatched until full and final payment and passenger Contact Information has been received by Viet Princess Cruiser Corporation and cleared. For purposes of this Agreement, Contact Information shall mean a passenger's full name, passport number, address, telephone number (land and mobile), electronic mail address and emergency contact information and any other information as requested by Viet Princess Cruiser Corporation . Viet Princess Cruiser Corporation must be able to reach each passenger's emergency contact at any time of day. Viet Princess Cruiser Corporation must, therefore, be provided with all information to allow Viet Princess Cruiser Corporation to do so (such information should include the name, address, electronic mail address (if available) and phone number (including a cell phone number if available) of a parent, guardian, spouse, domestic partner, or other person to contact in the event of an emergency. No passenger will be allowed to embark a Viet Princess Cruiser Corporation vessel unless Viet Princess Cruiser Corporation has received all information.

Cruise Tariff

2026 cruise fares cover certain shipboard services including: suite accommodations, shore excursions, onboard meals and entertainment, complimentary beverages aboard ship (including select Free-flow house wines for dinner, and locally produced spirits, soda, water, coffee and tea throughout the cruise)

All fares are quoted in US dollars, are per guest and based on double occupancy. Not included in your cruise tariff are: airfare, hotel accommodations, optional shore excursions, meals ashore, imported mineral waters, fuel surcharges, laundry, purchases from the ship boutique or any item or service of a personal nature such as medical care, massages, spa treatments (unless otherwise noted), Champagne, premium wine and spirit selections.

Travel Professionals

Travel agents are considered to be the agent of Passenger and not of Carrier. Carrier is not liable for any representation, act or omission of Passenger's travel agent. Passenger's cruise fare is not considered paid until Carrier receives full payment, and the amount thereof is subject to change at any time prior to Carrier's receipt of payment. Passenger shall at all times remain liable to Carrier for the price of passage. Carrier reserves the right to refuse embarkation if all charges and surcharges have not been paid in advance of departure.

Health and medical requirements

All guests are required to report in writing to Viet Princess Cruiser Corporation at the time their reservation is made:

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- Any physical or mental condition that may require medical or professional treatment or attention during the voyage.
- Any condition that may render the guest unfit for travel, or that may require special care or assistance.
- Any condition that may pose a risk or danger to the guest or anyone else onboard the ship.
- Any condition that may require oxygen for medical reasons.
- Any intention or need to use a wheelchair cart, other mobility device.

By booking passage and by boarding the ship, the guest represents and warrants that he/she is physically and otherwise fit to travel, and that the guest will comply at all times with applicable rules and regulations of the ship and orders and instructions of the ship's officers.

Viet Princess Cruiser Corporation reserves the right without liability to require a guest to disembark and/or to refuse to board and transport a guest who, in the judgment of M Viet Princess Cruiser Corporation or the ship's Captain, is unfit to travel or may require care beyond that which Viet Princess Cruiser Corporation is reasonably able to provide.

Viet Princess Cruiser Corporation strongly recommends that guests are able to navigate the stairs on-board without assistance. Should guests require assistance, they must travel with someone who is able to assist them both ashore and onboard. Viet Princess Cruiser Corporation is unable to offer special assistance. Please note that wheel-on and/or wheel-off access is not available at ports-of-call.

Baggage

You may bring aboard the ship a reasonable amount of clothing and personal effects without charge. Baggage for Viet Princess Cruiser Corporation guests or guests on our land extension programs must be handled in accordance with regulations of our ground operators. Baggage exceeding these limitations is subject to the charges as set forth by the individual operators. Airlines are strict with baggage limitations. Guests are encouraged to contact individual airlines for weight limitations.

All baggage must be securely packed, and properly and clearly labeled. Liquid, fragile, perishable and other articles not suitably packed are transported at your own risk. Viet Princess Cruiser Corporation is not responsible for loss or damage to baggage or any other personal item during air travel or land extension programs.

Baggage and personal belongings will be taken off the ship upon guest disembarkation. Under no circumstances will baggage be stored onboard without the owner of such baggage being on the vessel. Viet Princess Cruiser Corporation is not responsible for baggage stored in shore side facilities.

Under no circumstances may dangerous items (including but not limited to: explosives, firearms, combustible or illegal substances) be taken aboard the ship. We recommend that you hand-carry travel documents (passport, visa, cruise tickets), medications and

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valuables. These items are the full responsibility of the guest at all times. Viet Princess Cruiser Corporation shall not be responsible for the loss of, or damage to, such personal items.

Lost Property

Viet Princess Cruiser Corporation is not responsible for property lost or left onboard and may levy a charge for the return of personal items subsequently found.

Travel Documents

All travel documents (air and cruise tickets, passport and medical insurance information) are the guest's responsibility. It is also the guest's responsibility to obtain any necessary visas and public health documents for all applicable ports and to comply with all customs requirements. Without the required documents, a guest may be denied boarding and accommodation by Viet Princess Cruiser Corporation or the guest may be disembarked during the voyage and Viet Princess Cruiser Corporation will not make a refund or be otherwise liable to any guest for such denial of boarding or disembarkation.

In the event that Viet Princess Cruiser Corporation as a courtesy, provides information or advice as to necessary travel documents, visas and medical inoculations, guests are still obligated to verify such information with the appropriate government authorities and Viet Princess Cruiser Corporation does not warrant or guarantee the accuracy of such information.

Vietnam & Cambodia require passports to be valid six months beyond intended stay. Please check with the appropriate consulate for specific requirements. Security measures imposed by governments may change from time to time and each guest will be required to comply with them. As a courtesy, we will endeavor to provide each guest with notice of measures that may affect them, but complying with any such requirements is the sole responsibility of each guest. Please consult your travel professional for advice on such requirements to avoid loss of boarding privileges.

Taxes, Government Fees/

Quasigovernment Fees and Fuel Supplements

Viet Princess Cruiser Corporation reserves the right to pass through to its guests (including fully paid and deposited guests) any taxes and government fees/quasi- government fees that relate specifically to a guest's itinerary. "Taxes and Government fees/quasi-government fees" include any and all fees, charges, surcharges, tolls and taxes imposed by governmental or quasi-governmental authorities including, but not limited to: customs fees, per person berth taxes or fees, embarkation and/or disembarkation fees at ports, airline transportation fees, dockage fees, and wharf age fees.

Viet Princess Cruiser Corporation reserves the right to charge a per person fuel supplement in the event that the price increases up to and including the day of

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embarkation. Mekong River Cruiser Co., Ltd. may collect any taxes, government fees/ quasigovernment fees and fuel supplement (the "Surcharges") at the time of booking, prior to sailing or on board the vessel, even if the cruise fare has been paid in full. Surcharges will be invoiced accordingly.

All fares, and itineraries are subject to change without notice. Additional restrictions may apply. Viet Princess Cruiser Corporation reserves the right to correct any errors or omissions.

This document may contain inadvertent technical or factual inaccuracies and typographical errors. Viet Princess Cruiser Corporation reserves the right to correct errors and omissions at any time without prior notice, and to cancel any offered product, service, amenity, etc. in the event of any error or omission in the description, including pricing and availability.

Force Majeure

In the case of circumstances beyond normal control, such as war, civil or political unrest, strikes, catastrophes natural or otherwise, epidemics, disruption to fuel supplies for the vessel or any other situation where the vessel cannot sail, immediately affecting a departure date, Viet Princess Cruiser Corporation may cancel individual departure dates. In these instances, guests are entitled to a full refund of all monies paid for the cancelled departure(s) within 30 days of cancellation. For a cancellation of part of the itinerary of any departure caused by Force Majeure events, a pro-rated refund will be due to guests within 30 days of cancellation.

In the case of water levels being too high or low beyond the control of Viet Princess Cruiser Corporation, Viet Princess Cruiser Corporation shall consult with guests on an alternative itinerary. Acceptance of an alternative itinerary by guests is subject to accommodation and meals being maintained on board the vessel as well as no major changes to or loss of included sightseeing and activities. Should it prove difficult or unsafe to embark or disembark passengers at the scheduled points an alternative itinerary may be necessary. In the event, Viet Princess Cruiser Corporation will consult with guests in order to finalize the itinerary. Viet Princess Cruiser Corporation is, within reason, liable for any extra costs of transporting passengers to and from the revised point of embarkation or disembarkation in the same city or region. Viet Princess Cruiser Corporation will not accept any reasons from guests for the booking cancellation due to changing the points of embarkation or disembarkation.

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