



## **GENERAL SALES TERMS**

**01 November 2019 - 31 October 2020**

Email : [contact@theislandlodge.com.vn](mailto:contact@theislandlodge.com.vn)

Website : [www.theislandlodge.com.vn](http://www.theislandlodge.com.vn)

All our prices include all taxes and are non commissionable.

Any paid accommodation gives rise to the following benefits and conditions.

### **INCLUSIONS**

Welcome drink and light snack upon check in ;

Daily unlimited à la carte breakfast ;

2 daily bottles of mineral water and 2 small bags of tropical mix dried fruits;

High speed internet access in room and in the public areas ;

In-room tea, coffee with machine Nespresso type.

### **ALSO AVAILABLE SUBJECT TO CHARGE**

Lunch, dinner, bar services ;

Touristic activities and local excursions ;

Breakfast for outside guests.

### **CHILDREN POLICY**

Breakfast is free of charge for children under 6 years old.

Children from 6 to 11 years old may share the parents bed and pay only 400'000 đ

Children from 12 to 15 years old require an extra bed, any child in an extra bed pays 1'400'000 đ

Maximum occupancy per room is 2 adults, 1 child under 12 years old with a kid bed and 1 child under 16 years old with an extra bed.

## RESERVATION PROCEDURE

All reservation requests must be official and legible, and submitted to the Lodge's management.

Reservations are subject to availability. The reservations can be made e-mail to the e-mail address stipulated below :

**Email :** [reservation@theislandlodge.com.vn](mailto:reservation@theislandlodge.com.vn)

A rooming list must be submitted to the lodge's management together with any details, meal requirements and special arrangements requests upon reservation.

A reservation is considered guaranteed once it has been confirmed in writing by the Lodge, and the availability will be held until the guests' arrival, provided that the payment terms are respected, lest the reservation be considered cancelled on the part of the Client and penalties may apply.

## CANCELLATION

Cancellation is valid once approved by the Lodge's management.

- up to 15 calendar days before check-in date : no charge
- from 06 to 15 calendar days before check-in date : 50% of the full value of the scheduled stay
- from 05 days to check-in date and no show : 100% of the full value of the scheduled stay

Any amendment to the reservation after 15 calendar days before scheduled check-in date may give rise to cancellation fees.

## PAYMENT TERMS

All payments under this agreement should be made in VND or USD.

The guest or guests are presented an invoice for the balance of their stay plus any extras and bar services upon check-out.

The bank details for advance transfer payments are as follows :

Account name : CONG TY TNHH HONGAI 1949 VIET NAM

VND Account N° : 1190 0012 9986

SWIFT code : ICBVNVX760

Name of bank : Vietnam Joint Stock Commercial Bank for Industry and Trade

Tiên Giang Branch (VIETINBANK)

The transferred amount must equal the full expected amount. Any bank charges on the side of the Client's bank are to be borne by the Client.

## **ARRIVAL / DEPARTURE POLICY**

### **Check-in :**

- Check-in time is from 14:00
- Check-in before 14:00 is subject to approval by the Lodge's management.
- Early check-in from 8:00 AM to 12:00 PM will be charged 70% of the room rate and must be validated by the Lodge management. (only 50% in May, June, September, October)
- Very early check-in, before 8:00 AM, is subject to approval by the Lodge's management and charged 100% of the room rate.

### **Check-out :**

- Check-out time before 12:00 PM
- Check-out after 12:00 PM is subject to approval by the Lodge's management.
- Late check-out, from 14:00 to 18:00, will be charged 70% of the room rate and must be validated by the Lodge management. (only 50% in May, June, September, October)
- Very late check-out, after 18:00, is subject to approval by the Lodge's management and charged 100% of the room rate.

## **LIABILITY**

The Lodge does not offer an insurance other than its own public liability cover. The Client advises the Guests to take a personal insurance to cover all activities taking place at and about the Lodge.

## **BABIES AND TODDLERS**

High baby chairs and baby cots are available for the children's comfort and safety.

## **PETS**

No pets are allowed at the lodge.

## **LOUD, LATE PARTYING, INVITATION**

Partying in the room between customers is not allowed and it is totally forbidden for the customers to invite in the room a person without the consent of the Lodge's management.

## **DISPUTE**

Any dispute or difference arising out of this contract shall be settled by litigation before The Court Law of Vietnam. Vietnam law shall be the proper law of this agreement./