Travel Smart Guide
A safe and responsible return to travel

VIETNAM
As the world reopens its doors and our trips begin
to operate again, the wellbeing of our travellers,
our local teams, and the communities we visit, is
of the upmost importance. We are committed to
ensuring a safe and responsible return to travel.

In all of our destinations we have implemented
new health and hygiene protocols, in accordance
with local and national governmental legislation.
In addition to this we consider recommendations
from the ‘World Travel & Tourism Council’s
(WTTC) Safe Travel Protocols For Tour
Operators’.

Below you will find the steps we are taking to
keep you safe and healthy on our holidays to
Vietnam.

1. Health screening and reporting.
The Vietnamese Government requires anyone
entering the country to complete a mandatory
health declaration form and have their
temperature checked. Temperature checks are
also an entry requirement at hotels and
restaurants. The health declaration form can be
filled out electronically at airports or submitted
online on the day of entry into Vietnam.

During the welcome meeting your guide will give
clear instructions on how the tour will be
conducted, including information on any local
social distancing regulations, hand sanitization and
mask usage.

If you feel unwell at any point on your tour, please
notify the tour guide immediately and our local
team will help you seek the relevant testing and
medical advice, following the correct COVID-19
procedures.

2. Hand Sanitation
Personal hygiene including frequent hand
washing and not touching your face are essential
to minimizing the spread of the COVID-19 and
other viruses.

Hand sanitiser is available in all vehicles and
guests should use the sanitiser every time they
get in and out of vehicles. Sanitiser is also
available in every hotel lobby and at restaurants.
In addition to this, please ensure that you bring
enough hand sanitiser and disinfectant wipes for
personal use during the trip.

3. Social distancing
Throughout the tour your guide will ask you to
respect a minimum social distance of 1m from all
other persons except those in your travelling
party.

Our coaches are being operated with only half the
number of persons on board (50% capacity). In
large coaches this allows at least two seats for
every guest. In smaller coaches the 50% capacity
rule remains in place.

Your guide will coordinate the embarking and
dismounting of guests from coaches to ensure
social distancing is maintained. Your guide will
also facilitate check in at each hotel to avoid
unnecessary contact.

4. Air conditioning
Air conditioning filters in all vehicles and in hotels
are regularly cleaned. They are replaced when
necessary. In our coaches the windows do not
open but the air conditioning filter is cleaned
before the start of each tour.

Where possible, doors and windows will be kept
open during the tour to encourage a constant air
flow and increase air circulation.

5. Sanitation of transportation
Transportation will be cleaned and sanitised daily.
Drivers will be wearing face masks whilst onboard
and when in contact with guests.
It is recommended that you carry your own luggage where possible, however, assistance can be provided by the driver who will be wearing gloves, if required.

6. Included meal arrangements
Hotels and restaurants in Vietnam strictly adhere to the food hygiene requirements of the local authority. All kitchen and restaurant staff have been trained to respect distancing, sanitise regularly and wear a face mask. Tables are arranged to comply with local social distancing rules. Hotels are still offering buffet breakfasts and extra precautions are being taken, including regular cleaning of the shared food areas and utensils.

7. Guides & Our Local Team
All guides, drivers and other local team members have been trained on the new health and hygiene protocols. They will wear masks and sanitise their hands on a regular basis. Your guide will wear a clear face shield, rather than a face mask so that his voice is not muffled.

Guides will facilitate the entry to all monuments and museums, removing the need for guests to carry and authenticate individual tickets.

Our Customer Care team in Vietnam will be available 24/7 to assist you with any issues or questions you may have.

8. Accommodation
The hotels and junk boats we use have enhanced cleaning schedules in place to ensure the safety of guests and staff. High touch areas are regularly sanitised, rooms are thoroughly cleaned before check-in and daily. Guests are subjected to a temperature check upon arrival and hand sanitiser is available in communal areas.

On the overnight train journey from Hanoi to Hue, where the sleeping arrangement is a 4- berth cabin, only 2 persons (your normal room share partner) will be accommodated in the cabin and the remaining 2 berths will remain empty. If you purchased a single room for your holiday, then tonight is the night to spread out. You’ll be able to choose any one of the 4 berths to sleep in and the other 3 will remain empty.

9. Further instruction
It is mandatory to wear a face mask in all public places in Vietnam. This includes shops, airports, museums, ancient sites, parks and whilst using public transportation including taxis.

Please ensure that you pack an adequate supply of face masks for the duration of the tour. Familiarise yourself with how to safely wear, handle and dispose of masks before you travel.

10. Playing your part
We ask all guests to please act responsibly and adhere to our guidelines. Please respect check in and check out time and do not to stand in a crowd when waiting in a hotel lobby.

It is essential that you check the latest entry requirements before you travel to Vietnam, as health and entry requirements may change. Please travel to Vietnam only if you feel completely healthy.

FREQUENTLY ASKED QUESTIONS - TRAVELLING IN A COVID-19 WORLD

Will I be refunded if I am unwell before my trip and unable to travel?
If you are unwell prior to travelling, please contact us to make alternative arrangements as you will need to stay at home. If you do opt to travel under these circumstances, you will not be able to join the tour and will be referred for medical care in-country. Please refer to our Booking
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Conditions for more details on our cancellation policy.

Will I be covered by my travel insurance if I get COVID-19 while travelling?
We recommend that you check directly with your travel insurance provider for more details about the specific cover, as many insurance companies have amended their policies to better accommodate the effects of the COVID-19 pandemic.

What if there is a suspected or confirmed case of COVID-19 on my tour?
If you or someone else on your trip has symptoms of COVID-19 while travelling with us, we will assist in seeking medical care. We will follow the advice of local health authorities on whether a COVID-19 test is required, whether there is a need to self-isolate or quarantine or whether there is a risk to other travellers in the group.

Should COVID-19 be confirmed, full health and safety protocols will be followed, including informing local health authorities and the group of the potential exposure. Extensive sanitisation protocols such as deep cleaning and disinfecting accommodation and transport will then be undertaken. Please note that while we will assist to ensure that you get all the medical care you require, all expenses for testing, treatment or self-isolation will be at a personal cost.

If I test positive, will I get my get my money back?
If you are unable to continue travelling with us due to a suspected or confirmed case of COVID-19 we can offer you a credit for the unused days of your tour. Further we will assist you to get all the medical care you require in country though all expenses relating to your care including testing, treatment or self-isolation (in country or at home) will be at a personal cost.

As a solo traveller, can I share a room with another solo traveller?
We are no longer offering to match up solo travellers in twin share rooms. All our tours now offer a Single room option. If you are travelling solo you will be required to purchase a single room for your personal use.

Will my itinerary be changed due to COVID-19 related travel restrictions?
We may need to make some changes to the activities included on your trip to comply with advice from local authorities or updated health and safety protocols. We will endeavour to keep travellers updated before departure (or at soonest if you are already on tour) as our local teams continue to keep abreast of regional developments, including any closures or changes to sights and attractions. Although an open mind and sense of flexibility will help you get the most out of your trip, we will always aim to operate our tours exactly as per the original itinerary.