



## THE AUSTRALIAN TRAVEL & IMMIGRATION CENTER

5904-A WARNER AVE,

HUNTINGTON BEACH CA 92649 – USA –

Tel. +1 (714) 229-0036 - Fax. +1 (714) 846-8619

Email: [lienlac@hanhtrinhductin.com](mailto:lienlac@hanhtrinhductin.com) - Web: [www.hanhtrinhductin.com](http://www.hanhtrinhductin.com) - CST# 2080648-40



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### CANCELLATION POLICY - Terms and Conditions

**1.** Our registered passengers are protected under a Group Travel Protection Policy which covers the following benefits **during** the trip only:

Emergency Medical Benefits:

- Accident/Sickness Medical Expense \$50,000 per passenger
- Medical Evacuation/Repatriation \$250,000 per passenger

As a result, **no** benefits are covered if cancellation occurs **before** the trip.

You are therefore encouraged (but not obliged) to purchase an individual insurance policy to protect your trip cost if cancellation is your possibility.

**2.** The purpose of our registration fee (\$300 per person) is to register your seat(s) on our bus due to its limited number of seats available. This registration fee is non-refundable because we ourselves are obliged to keep those registered seats for you and, in honor of your payment of the registration fee, we cannot replace you by anyone else in those seats unless both parties agree on this replacement.

**3.** The registration fee is refunded to you if and only if we notify you in writing that the trip is canceled due to the minimum number of passengers not being reached. As a guideline only, this minimum number of passengers is fifteen (15).

**4.** Your payment of airfares are subject to the terms and conditions of the airlines in question. It is your responsibility to refer to the airlines' websites for their cancellation and penalty policies which may vary from one airline to another, and may vary depending on the time of your cancellation.

**5.** Your payment of the land portion of your travel package (typically the final balance of your package price) is subject to the following penalties depending on the timing of your cancellation:

- 120 days or more prior to the date of departure: \$300.00 (which is also the non-refundable registration fee as cited in Paragraph 2) ;
- 119 to 91 days prior to the date of departure: \$500.00 ;
- 90 to 61 days prior to the date of departure date: \$1,000.00 or the land portion whichever is smaller ;
- 60 to 31 days prior to the date of departure: \$2,000.00 or the land portion whichever is smaller ;
- 30 days prior to the date of departure: the entire land portion (no refund).

**6.** This cancellation policy is available on our website **[www.hanhtrinhductin.com](http://www.hanhtrinhductin.com)**. It is your responsibility to fully understand it prior to making your payment or part payment of the trip.

**7.** If you are the party who canceled the trip you will be liable to pay us the attorney's fees should litigation arise.

**8.** To the extent permitted by laws, our financial liability to you, your business and/or your family under any transaction with us is limited to your payment in that particular transaction only. This will cover any special, incidental, direct, indirect or consequential damages (including, without limitation, damages for loss of business, business profits, business interruption, loss of personal and/or business files and/or information, travel and/or relocation costs).