

CRUISE CANCELLATION DUE TO BAD WEATHER CONDITIONS/ RISKS OF TROPICAL STORMS/LOCAL AUTHORITIES

Cruising and sailing in Halong Bay is regulated by the Halong Bay Port Authority. Every morning, the Port Authority delivers a permit to each cruise company allowing them to sail in Halong Bay. Both day cruises and overnight cruises are regulated this way.

In case of bad weather conditions and risks of tropical storms, the Port Authority might limit the possibilities of cruising and even decide to cancel all cruises.

In those cases, final decision by the Port of Authority is usually known only at 3.00pm on the day of departure. Here are the possible scenarios that can occur and alternatives then offered to the passengers by Paradise Cruises:

1. ON THE DAY OF ARRIVAL

1.1. Situation

On a day with bad weather conditions or risks of tropical storm, Paradise will inform the Guests / travel agents as soon as possible (see below section 7. for more specific details) of the risk of cancellation, the possible scenarios that can occur, and will offer different alternatives for the guests/travel agents to choose.

At 3.00pm, Paradise Cruises will know whether:

- the overnight permit is given;
- the overnight permit is denied but day cruising is allowed; - all cruising is forbidden for the day and night.

1.2. Terms and conditions A

Upon arrival, guests can choose:

1.2.1. Not to wait, and cancel their cruise altogether.

1.2.1.1. If the guests decide to cancel the cruise before receiving final decision from the local authorities, Paradise Cruises will not proceed to any refund.

1.2.2. To wait until 3.00pm, enjoy lunch onboard (if presence of people on the boats anchored in the marina is allowed by the Port Authority²).

1.2.2.1. If the guests wait, enjoy lunch onboard and at 3.00pm the cruise is cancelled, then only 25 USD will be charged to cover the lunch³.

1.2.2.2. If guests wait, enjoy lunch onboard and at 3.00pm only a day cruise is allowed, then only 95 USD will be charged to cover the lunch and day cruising³.

1.2.2.3. If guests wait, enjoy lunch onboard and at 3.00pm overnight cruising is permitted, Paradise will not proceed to any refund.

HEAD OFFICE

Tuan Chau Island, Ha Long, Quang Ninh
T: +84 203 3384 2368

HA NOI OFFICE

Unit 903, 9th Floor, Gelex Tower,
No. 52 Le Dai Hanh Str., Hai Ba Trung Dist., Hanoi
T: +84 24 3941 6666 | Hotline: (+84) 906 099 606

info@paradisevietnam.com
www.paradisevietnam.com

2. ON THE SECOND DAY OF A 3 DAY 2 NIGHT CRUISE

2.1. Situation

Permit to cruise to Cat Ba Island on the second day of the 3-day-2-night cruise is delivered by the Port Authority at 8.00am the day of cruising under normal circumstances.

If cruising permit is denied at 8.00am, guests will go back to the Marina at 10.30am with guests checking out that day.

They will have then the same possible scenarios and alternatives as in the above section 1.

2.2. Terms & Conditions

Paradise Cruises will refund as follows:

2.2.1. In case cruising is entirely denied on that day: cruise will only be charged as a 2 days/1 night

2.2.2. In case the guests decide to remain for lunch onboard when permitted but cruising ends up being entirely denied on that day: cruise will be charged as a 2 days/1 night +25USD to cover for the lunch.

2.2.3. In case the guests decide to remain for lunch onboard when permitted and cruise a few hours during that day when permitted, but overnight cruising ends up being denied: cruise will be charged as a 2 days/1 night+9609USD- to cover for the lunch and day cruise.

2.2.4. No refund can be claimed in case overnight cruising ends up being allowed and the guests spend the second night onboard as well.

2.2.5. No refund can be claimed in case guests decide to end their cruise at 10.30am on the second day without waiting for the Port Authority final decision.

3. ON THE DAY OF DEPARTURE

In case of bad weather conditions or risks of tropical storms on the day of departure (check-out), the Port Authority may also order to return to the marina earlier than planned.

No refund can be claimed in this situation.

4. TRANSPORTATION

4.1. Guests using transportation not booked via Paradise Cruises shall contact their Travel Agent / Transportation supplier directly to make all necessary arrangements deriving from a cruise cancellation.

4.2. For guests using Paradise Cruises Transportation Services, Paradise Cruises will arrange transport back to Hanoi if the cruise is definitely cancelled (3.00pm decision).

4.3. As Paradise Cruises shall not be held responsible for any cruise cancellation due to weather conditions, if transportation has been used, cost of transportation cannot be refunded by Paradise Cruises.

5. OTHER CONSEQUENCES OF POOR WEATHER CONDITIONS

5.1. Cruising Itinerary

Even when cruising permits are delivered, bad weather conditions might force our Management, Captains and Crew to modify the schedule: change of routes, visits cancelled or modified, etc.

By booking with Paradise Cruises, all guests agree that all programs are subject to change without prior notice.

HEAD OFFICE

Tuan Chau Island, Ha Long, Quang Ninh
T: +84 203 3384 2368

HA NOI OFFICE

Unit 903, 9th Floor, Gelex Tower,
No. 52 Le Dai Hanh Str., Hai Ba Trung Dist., Hanoi
T: +84 24 3941 6666 | Hotline: (+84) 906 099 606

info@paradisevietnam.com
www.paradisevietnam.com

5.2. Special Dining Venues

Paradise Cruises offers the possibility to enjoy dinner on a Beach, in a Cave or in a Floating Village. Guests booking these extra services should be aware that it might be necessary to cancel the outside dining at the last minute in case of bad weather conditions and to replace it by dining inside the boat's dining-room. Paradise Cruises cannot be held responsible for the impossibility of outside dining due to bad weather conditions and thus will not proceed to any refund.

6. BOAT INSPECTIONS

The Halong Bay Port Authority, Quang Ninh Province Authorities and other Officials may request without prior notice to inspect one (or several) boat(s) of the fleet.

Paradise Cruises shall not be held responsible for any delays, change of schedule, early check-out that could occur due to an Officials' inspection, and will thus not proceed to any refund.

7. GUESTS SHOULD BE AWARE THAT

7.1. Permits can be denied due to thick fog: in this case, it is impossible for Paradise Cruises to know, predict or suspect in advance.

7.2. Though for most tropical storms we usually have warnings and information 24 to 48 hours in advance, it is very often impossible for anyone to predict how powerful it will be when reaching the coast of Vietnam and sudden trajectory changes are also very common, hence the delay in getting, then communicating, information.

7.3. Very often Paradise Cruises can receive from the Port Authority many contradictory pieces of information before the final decision that comes at 3.00pm. Paradise will communicate to the passengers all information as given by the Port Authority and should not be held responsible for inconsistencies, last minute changes, and contradictions.

7.4. In case of risks of tropical storm at night, the weather might show no sign of danger upon the guests' arrival and change only much later and quite suddenly. 7.5. Some other cruise companies in Halong Bay might decide to go against the decision of the Port Authority. It is their personal choice not to observe the orders of the local authorities and to put at risks the lives of their passengers.

CONSIDERING THE SAFETY AND SECURITY OF ITS PASSENGERS AS ITS NUMBER ONE PRIORITY, PARADISE CRUISES WILL ALWAYS COMPLY WITH THE PORT AUTHORITY'S DECISION. Although Paradise understands the importance for visitors to see Halong Bay, and is highly honoured to have been chosen by the guests to see Vietnam's most mythical site, we will never jeopardise the lives of our passengers.

Note:

1. Passengers using the services of a travel agent should then contact their travel agent to make the necessary arrangements for transportation, accommodation, etc.
2. In case of tropical storm warning, it is usually forbidden to have people onboard, even when the vessels are anchored at the harbour.
3. Passengers using the services of a travel agent should then address their travel agent for refund. Paradise refunds directly to the agent the amount paid by the agent.

HEAD OFFICE

Tuan Chau Island, Ha Long, Quang Ninh
T: +84 203 3384 2368

HA NOI OFFICE

Unit 903, 9th Floor, Gelex Tower,
No. 52 Le Dai Hanh Str., Hai Ba Trung Dist., Hanoi
T: +84 24 3941 6666 | Hotline: (+84) 906 099 606

info@paradisevietnam.com
www.paradisevietnam.com