

## Terms and Conditions

### 1. Subject

These Terms and Conditions apply to the sale of tour packages in Vietnam organised by Khai Tri Travel JSC. (trading as Travel Neutral Collective), office in 172 Nguyen Tri Phuong, Hoi An, Quang Nam, Vietnam, Tax Code and VAT No. 4001232554 registered at the Quang Nam Department of Trade and Investment, Vietnam. Travel Neutral Collective assumes the role of Travel Organiser and Agent (for definitions, please refer to Article 2 below of these TERMS and CONDITIONS).

### 2. Definitions

**Organiser:** the party who tour packages to third parties, for a fee, or offering tourists, including through a remote communication system, the possibility of independently creating and purchasing a tour;

**Agent:** the party who sells, or undertakes to provide tour packages to third parties for a lump-sum fee or disaggregated individual tourist services;

**Tourist:** the buyer, provided that all terms and conditions required for the use of the service are met, on behalf of group of travellers undertakes to purchase a tour package without remuneration. Hereinafter, in this agreement, the term "Tourist" shall be equivalent to the term **Traveller**.

**Tour package:** The package comprising tours, holidays, all-inclusive tours, cruise holidays, resulting from the combination, created by anyone and however created, of at least two of the elements specified below, sold or offered for sale at an all-inclusive price:

1. a) transport;
2. b) accommodation;
3. c) activities.

Hereinafter, in this agreement, the term "Tour Package" shall be equivalent to the term "Tour".

### 3. General Information and Applicable Regulations

- 3.1 These Terms and Conditions constitute the legal reference framework governing the sale of tour packages. Any divergent or additional provision established upon the conclusion of the agreement, shall only be applied if agreed between the parties and drawn up in writing.
- 3.2 The applicable Terms and Conditions are those in effect as at the date of conclusion of the agreement.

### 4. Traveller requirements

#### Age requirements

- 4.1 Any Traveller under 18 years of age at the time of taking the Tour is considered a minor. Minors must always be accompanied by an adult. Each adult may accompany up to a maximum of two minors. In any case, the minimum age for each minor Traveller is 12 years, unless otherwise expressly agreed with the Organiser, after verification of the existence of the requirements for participation in the Tour.
- 4.2 The accompanying adult is solely responsible for controlling and supervising the minor at all times during the Tour, as well for all consequences resulting from his/her behaviour, including for damage that may be caused by the latter to him/herself or to third parties.
- 4.3 All bookings involving a minor shall be subject to specific approval by the Organiser, which could also take over 48 working hours.

#### Psychological and physical eligibility requirements of the Traveller in relation to each part of the Tour

- 4.4 Prior to submitting the Booking Form, the Traveller must ensure that he/she carefully reads the description of the Tour that was provided and assesses his/her own suitability to perform all activities specified therein and, in case of doubt, contacts the Organiser, in order to obtain more specific information regarding the scheduled activities.
- 4.5 The Traveller is required to inform the Organiser of any psychological or physical problem, whether he/she is likely to be unsuitable for the Tour or part thereof, or likely to create discomfort to other Travellers. If the problem appears after the Booking, the Traveller must promptly inform the Organiser. In relation to its features, the Tour Package may not be fully usable by Travellers with reduced mobility. Pregnancy is considered a condition to be reported to the Organiser at the time of booking or to be reported promptly to the Organiser, if it occurs after the booking. The organiser reserves the right to exclude any pregnant Passenger from the Tour in the event that she is not deemed suitable with respect to the service provided.
- 4.6 In all these cases, the Organiser will check the possibility of finding an appropriate solution that will be subject to a separate agreement with the Traveller, also with respect to the price, which is subject to change. Reimbursement of the cost of the Tour is, in any case, excluded, as provided for by Article 4.9.
- 4.7 Although Travel Neutral Collective .Travel undertakes to assist the Traveller with the greatest possible attention, it cannot guarantee medical assistance to Travellers in all circumstances, or the transfer of Travellers from and to the nearest Hospital.
- 4.8 The Organiser reserves the right to exclude the Traveller from using the Tour Package or individual parts thereof, even during the Tour, in the event that he/she is not deemed suitable to perform the scheduled activities, in relation to the existing risks, or to the discomfort that may be caused to the remaining participants on the Tour.
- 4.9 The Traveller is solely responsible for his/her own psychological and physical conditions. In no event shall Travel Neutral Collective.Travel be considered liable to pay compensation for damages, including to a person, causally related to the unsuitable psychological and physical conditions of the Traveller.
- 4.10 No refund will be provided in the event of failure to use the Tour Package or part of the activities included therein, due, in all cases, to the Traveller's lack of psychological and/or physical fitness, even if the Organiser excludes the Traveller from participating in the Tour or in individual activities.
- 4.11 The possibility for the Organiser, in the event of incorrect and untimely information provided by the Traveller on his/her psychological and physical conditions, shall be without prejudice to charging the Traveller for any costs resulting therefrom.

#### **Special requirements of the Traveller**

- 4.12 The Organiser must be promptly informed, at the time of booking, of any special requirement of the Traveller, including the existence of any allergies, intolerances and dietary restrictions, the need for treatment or medical assistance.
- 4.13 The provision of the Traveller's specific needs does not in any case form part of this agreement, with the result that the Organiser cannot, in any case, be considered responsible in the event that the service provided does not correspond to the special requirements indicated. The Organiser cannot be held liable for any damages to the Traveller related to these requirements.
- 4.14 The Organiser reserves the right to inform the Traveller of his/her exclusion from the Tour at the time of booking, as specified by the articles of Section 4 above.

### **5. Group travel, shared accommodation for Single Travellers or those travelling together – Single Room Surcharge**

- 5.1 If required by the type of Tour, as specified in the description of the offer, Travellers are merged into one Group, led by a tour leader appointed by the Organiser.
- 5.2 The management of the Group of Travellers is the exclusive prerogative of the Organiser, who manages the pairings of members of the Group for accommodation and transport.

- 5.3 At the time of the booking, the Traveller may request to be paired with other Travellers in the accommodation and transport facilities. The Organiser shall take this request into account in accordance with the organisational needs of the Tour. It is therefore critical that Travellers who intend to travel together make the booking at the same time, specifying this fact.
- 5.4 Travellers who make the booking together are informed and agree that the accommodation facilities may not have the availability to accommodate them in the same room or building and that there may be a need to form different pairings with other travellers, for individual stages or for the entire Tour. The Group could be divided into different accommodation facilities of the same category, separated by a short walking distance.
- 5.5 Travellers travelling alone are informed and agree to share the accommodation with other Travellers on the same Tour. Normally, two Travellers of the same sex are paired in the same room/accommodation and only in exceptional cases are a maximum of 4 (four) Travellers of the same sex combined in the same room/accommodation. This is without prejudice to the possibility of asking the Organiser, at the time of the Booking, for one's own preference for single accommodation; in this case, the Traveller will be provided, if available, with a different estimate specifying the surcharge for the single room.

## 6. The travel agreement

- 6.1 The travel agreement comprises these Terms and Conditions which will be issued to the Traveller on completion of the Tour Package purchase procedure.
- 6.2 In agreeing to the proposed purchase and sale of the tour package, the Traveller must keep in mind that he/she thereby confirms having read and agreed, both for themselves and for any subjects requiring the service, the travel contract contained therein, the content of the Trip Notes and these Terms and Conditions of sale.
- 6.3 Each participant is, therefore, required to keep a copy of the aforementioned documents.

## 7. Purchase of the tour package

- 7.1 The travel booking is exclusively made through the authorised agents.
- 7.2 Before submitting the Booking Form, the Traveller is required to carefully read the description of the Tour on the Website, in addition to these Terms and Conditions and to fill in the booking form with his/her own personal details, completing it with all the requested information.
- 7.3 The submission of the booking form constitutes an irrevocable offer, valid for the next 48 working hours, within which the booking will be confirmed by the Organiser. If the offer is submitted on a Sunday or Vietnamese Lunar New Year, the 48 hours will run from 09.00 (Central European Time) on the first working day after the booking.
- 7.4 Travel Neutral Collective reserves the right to confirm the Booking within 48 working hours after the submission of the booking form, except for the case of special requirements specified by the Traveller, by sending a confirmation email to the Traveller, or by communication sent to the travel agency that will handle the delivery of the related Booking Receipt. Only at this point will the agreement be considered concluded for all legal purposes, resulting in the Traveller's obligation to pay the price specified on the Website for the Tour Package.
- 7.5 Travel Neutral Collective reserves the right, in the event that the Traveller has completed the booking form with false or incomplete information of the eligible psychological and physical requirements for participating in the entire Tour schedule, to communicate, at any time, the termination of the agreement, charging the Traveller the costs incurred for organising the Tour.
- 7.6 The Traveller, or other party, making the booking on behalf of a third party is considered solely liable to Travel Neutral Collective, for all obligations resulting therefrom, including the payment of the cost of the Tour Package.

## 8. Trip Notes and Itinerary

- 8.1 On conclusion of the agreement, the Traveller will receive the Trip Notes, which forms an integral part of this agreement for all purposes, containing the following:

- the contact details of Travel Neutral Collective;
- the cost of the tour package and what it includes, the cost and terms and conditions for obtaining a full or partial refund, the deadlines for the balance and any costs borne by the Traveller;
- the destination, duration, start and end date of the Tour;
- itinerary, visits, excursions or other services included in the package;
- transport vehicle categories;
- tourist class, level, suitability for reception of disabled persons at the preselected accommodation facilities;
- any meals included;
- the possible need for the Traveller to present certain age requirement information, or physical fitness to participate in the Tour.
- any agreements on the travel arrangements, specifically agreed at the time of booking;
- the deadline by which the Traveller must notify his/her decision.

## 9. Deposit requirement

- 9.1 The Traveller is required to pay a 10% refundable deposit of the total amount to reserve his/her spot(s) upon booking.
- 9.2 If the booking is made less than 30 days before the departure date, then the full amount is due at the time of booking. Please note that different deposit amounts might be required for specific tours.

## 10. Payment

- 10.1 If the Organiser accepts the Traveller's booking, a confirmation invoice will be issued within 48 working hours. A contract will exist between the Organiser and the Traveller from the date the Organiser issues the confirmation invoice.
- 10.2 Payment of the balance of the trip price is due within 30 days before the departure date. If this balance is not paid within the due date, the Organiser reserves the right to cancel the reservation.
- 10.3 The booking shall be deemed cancelled in the event that Travel Neutral Collective does not receive the payment of the price within 5 working days of the booking confirmation.
- 10.4 In case of special sales and discounts the reduction refers to the full price of the tour and cannot be combined with any other promotion.
- 10.5 If the tour is sold at a special rate, the discount doesn't apply to additional services like single supplement, additional accommodation and airport pick-up.

## 11. Cancellation Policy

- 11.1 Travellers are guaranteed the right of withdrawal under the following terms:
  - Right of Withdrawal exercised 30 days or more before departure, the deposit shall be refunded, subject to any non-recoverable costs such as bank fees, cancellation fees and transaction costs.
  - Cancellation within 30-15 days of the departure date will incur cancellation fee of 25% of the Tour cost;
  - Cancellation within 14-8 days of the departure date will incur cancellation fee of 50% the Tour cost; and
  - Cancellation within 7 days of the departure date is considered "no show" and no refund will be available.

## 12. Inclusions and exclusions in the price

12.1 The price of the Tour Package includes everything specified in the description and in the Trip Notes, while everything that is not expressly stated is excluded. Always excluded from the cost of the Tour are:

- transport costs for reaching the location specified as the starting place of the Tour;
- transfers to and from the airport and/or to and from the destination station, unless these are purchased separately and are expressly mentioned in the Trip Notes;
- visas and fees for entry and stay in Vietnam;
- meals, unless expressly specified as included;
- personal insurance;
- optional activities and personal expenses;
- tips.

### 13. Cancellation of the Tour by Travel Neutral Collective

- 13.1 Before departure, Travel Neutral Collective is entitled to cancel the Tour due to force majeure or unforeseeable circumstance. In this regard, it is specified that strikes, wars, civil and military disorders, riots, looting, acts of terrorism, natural disasters, adverse weather conditions, technical or similar problems and epidemics constitute a case of force majeure which allow for the cancellation or modification of the Tour Package.
- 13.2 In the case referred to in the preceding paragraph, the Traveller is entitled to a full refund of the sum paid for the Tour Package. In these cases, however, the Traveller's right to request from Travel Neutral Collective some form of compensation and/or indemnity for any damages suffered due to the cancellation of the Tour, as well as for any costs incurred by/for the tour departure site, is expressly excluded.
- 13.3 Travel Neutral Collective shall not provide any refund and/or compensation and/or indemnity in the event that the Tour is cancelled for reasons attributable to the Traveller.

### 14. Change of the Tour Package before departure

- 14.1 In all cases in which, prior to departure, Travel Neutral Collective needs to significantly change one or more elements of the agreement, it will immediately inform the Traveller of this in writing, specifying the type of change and the resulting price change.
- 14.2 A change that affects at least 1 out of 3 days of the itinerary or that significantly physically affects the nature of the Tour Package in its entirety, or that affects the price, increasing it by over 10%, shall constitute a significant change.
- 14.3 In this case, where the Traveller does not accept the proposed change under paragraph 1, may withdraw without a fine and will be reimbursed the sum of money already paid towards the cost of the Tour Package.
- 14.4 The Traveller shall communicate his/her choice to the Organiser or Agent within two working days from the time of receipt of the notice specified by paragraph 1, in writing by email, certified post, or registered letter with return receipt. In the event of failure to communicate this by the aforementioned deadline, the proposed change to the Package made by the Organiser shall be deemed accepted.
- 14.5 In the event of non-acceptance by the Traveller, this shall be subject to the possibility for the Organiser to propose alternative solutions.

### 15. Modification after departure

- 15.1 If the Organiser, after departure, is unable to provide an essential part of the services covered by the agreement, the Traveller shall be guaranteed an adequate alternative solution for continuing on the scheduled Tour, not involving fees of any type to be borne by the Traveller. Essential changes will be those that, as covered by Section 14.2 of these Terms and Conditions, affect at least 1 out of 3 days of the itinerary or that significantly change the nature of the Tour Package in its entirety. Not included in these circumstances are the cases described in Section 16 below of

these Terms and Conditions which, however, comply with the normal freedom of management and flexibility held by the Organiser.

- 15.2 If no alternative solution is possible, or if the solution provided by the Organiser is rejected by the Traveller for proven and justified reasons, Travel Neutral Collective shall provide, at no extra cost, a means of transport equivalent to the originally planned for his/her return to the Tour departure location or to another place that may be agreed, according to the availability of vehicles and places, and shall reimburse the difference between the cost of the services provided and the services performed until the time of the planned return.
- 15.3 No full/partial refund and/or discount shall be paid to the Traveller for missed or unused services when the cause of the disservice is not attributable to the Organiser.
- 15.4 No full or partial refund and/or discount shall be given for missed or unused services, in the event that this depends on the Traveller's own circumstances.
- 15.5 For instances where the Tour is suspended due to reasons outside of the control of the Organiser, such as, but not limited to, causes of force majeure, illnesses or epidemics, mechanical faults, transport agreement cancellations, strikes, political events or problems at the border between countries, the Traveller is entitled to a refund for the remaining unused services, less any costs to get the Traveller to the nearest safe port of exit. Where the unused services are air or rail transport within Vietnam, the Traveller will be offered a 12 months credit, in accordance with the policy of the carriers.
- 15.6 The Traveller is free to withdraw from the Tour at any time, whether temporarily or permanently, after giving the Organiser a disclaimer from any obligation resulting from this agreement. Withdrawal from the tour shall take place at the Traveller's sole expense, with the exclusion of any refund for unused services.

## 16. Flexibility and unused services

- 16.1 Outside of the cases provided for by Section 15 of these Terms and Conditions, the Traveller agrees that the nature of the Tour offered involves the possibility of changes to the offer, services and itineraries, with a reasonable flexibility of change, entrusted to the decision and competence of the Organiser.
- 16.2 The Traveller therefore agrees that the itinerary, timetables, accommodation, services, activities and means of transport specified may be subject to change, without this constituting a failure to provide an essential part of the service, pursuant to Section 16.1.
- 16.3 In these cases, no full or partial refund and/or discount shall be given to the Traveller after departure for such missed or unused services.

## 17. Changes to the booking

- 17.1 The Traveller can replace him/herself for another person provided that:
  - the Organiser is informed of this in writing at least 7 working days prior to the date set for departure, at the same time receiving information about the reasons for the replacement and the transferee's general details;
  - the transferee meets all the terms and conditions for using the service, including psychological and physical and insurance conditions;
  - the same services or other replacement services can be provided following the replacement.
- 17.2 Any change involves a fixed cost amounting to USD25, to be paid immediately after the communication of acceptance of change issued by Travel Neutral Collective;
- 17.3 Any changes to the booking within 30 days of departure is subject to the following:
  - 16 – 30 days, subject to late fees and USD25 handling fee
  - 15 – 7 days: subject to late fees and USD25 handling fee
  - <6 days: no further changes are allowed. Any uncorrected errors and omissions may result in last minute on the ground charges for services, and no refunds will be available.

## 18. Obligations of the Traveller – Travel documents and compliance with applicable regulations

- 18.1 It is the Traveller's sole responsibility to possess the documentation required for entry to, departure from and travel through, each visited region. This includes possession of a passport valid for at least 6 months from the start date of the Tour and the travel documents required by the Government of Vietnam, such as visas, permits, medical or vaccination certificates.
- 18.2 The Organiser bears no responsibility, including the failure to use the Tour or part thereof, in relation to the Traveller's failure to supply the necessary documentation. The Organiser shall not be responsible for providing information regarding the completeness of Travellers' documentation and the rules for entry and staying in the visited country.
- 18.3 Travellers must comply with the rules of normal prudence, morality and diligence, as well as with the legislative and administrative regulations in force in the destination countries of the Tour, in addition to all specific provisions and regulations provided by the Organiser relating to the Tour. Travellers shall be liable for all damages that the Organiser and/or Agent may suffer, including due to failure to comply with the obligations specified above, plus the necessary costs for their repatriation.
- 18.4 The Organiser bears no responsibility in the event that the Traveller's behaviour does not comply with the rules of normal prudence and diligence and with those specifically in force in the destination countries of the Tour, in the event of unlawful, immoral, unreasonable and dangerous acts, driven by the Traveller's spontaneous initiative.
- 18.5 All these cases lead, without prejudice, to the possibility for Travel Neutral Collective to exclude the Traveller from using the Tour or a Service, due to his/her negligence, for safety reasons or in the event of failure to comply with these Terms and Conditions.

## 19. Obligations of the Traveller – Insurance

- 19.1 The Traveller must compulsorily have Travel Insurance with minimum medical coverage of USD50,000 (or currency equivalent with respect to his/her country of origin). It is advised that the insurance coverage is extended to also cover cancellation, damages caused to third parties, items and persons, as well as damages suffered in the event of any circumstance (lost luggage and belongings, theft, physical damage or delay) related to the Tour.
- 19.2 It is the Traveller's sole responsibility to notify the Insurer of the information on the Tour, necessary to calculate an appropriate coverage.
- 19.3 In the event that the Traveller does not possess, at the time of departure of the Tour, suitable insurance cover for medical and repatriation costs, The Organiser reserves the right to exclude the Traveller from participating in the Tour, with the exclusion of any right to reimbursement of the cost.
- 19.4 The rights resulting from the Insurance Contracts must be exercised by the Traveller directly against the contracting companies, under the conditions and with the procedures provided for by those policies.

## 20. Acceptance of risk

- 20.1 The Traveller, at the time of Booking the Tour Package, must consider that the service offered by the Organiser could involve risks to his/her health and physical safety. By submitting the Booking request, the Traveller confirms having considered every eventuality, even potential, of adverse consequences and assumes sole responsibility thereof.
- 20.2 The Traveller therefore acknowledges and agrees that the Organiser is not responsible for any damage occurring to the Traveller, including personal injury, death, or damage to items, occurring during the performance of the services that part of the Tour Package.
- 20.3 Although it is the Organiser's utmost responsibility to provide the Traveller with all the information regarding the Tour, the Traveller also acknowledges and agrees that the Organiser is under no obligation to provide information regarding safety of the places visited, the weather conditions, the local customs or the laws in force. Under no circumstance shall the Traveller be able blame

the Organiser for the adverse consequences that may result from a lack of information which is the Traveller's sole responsibility to obtain.

## 21. Responsibility of the Organiser

- 21.1 The Organiser is only liable for damages caused to the Traveller, due to the total or partial non-performance of the contractually agreed services, whether these are carried out personally or by third party service suppliers, unless they prove that the event was caused by the Traveller, including initiatives undertaken independently by the latter during the Tour, or caused by a third party, of an unforeseeable or unavoidable nature, by circumstances beyond the provision of the services under agreement, by an unforeseeable event, by force majeure, or by circumstances that the Organiser could not, according to professional diligence, reasonably foresee or resolve.
- 21.2 If the Organiser compensates the Traveller for the third-party act, the Organiser shall be subrogated to the latter in their rights against the person responsible for the damage.

## 22. Liability

- 22.1 Your booking is accepted on the understanding that you appreciate and assume the risks inherent in travel. These risks may be greater if your tour includes adventure activities or sports (such as kayaking, hiking or climbing).
- 22.2 To the extent permitted by law, neither Travel Neutral Collective nor any of its related bodies corporate, directors, shareholders, employees or agents accept any liability in contract, tort or otherwise for any injury, damage, loss (including consequential loss), delay, additional expense or inconvenience caused directly or indirectly by:
- the acts, omissions or default, whether negligent or otherwise, of third party providers over whom we have no control (including but not limited to hotel, activity and vehicle operators); or
  - any other event which is beyond our control, including acts of God or force majeure, illness, disease, acts of war, civil unrest, insurrection or revolt, animals, strikes or other labour activities, criminal or terrorist activities of any kind, overbooking or downgrading of services, food poisoning, mechanical or other failure of aircraft, cars or other means of transportation or for failure of any transportation mechanism to arrive or depart on time.
- 22.3 Except in cases of death or bodily injury, our liability is limited in any event to a maximum value of the price of your tour. Under circumstances where our liability cannot be excluded and where liability may be lawfully limited, such as under applicable consumer laws, our liability is limited to the remedies required of us under those laws.
- 22.4 Subject to these terms and conditions (including 'Our role as agent'), our liability to you for death or bodily injury, where such death or bodily injury is not caused by or contributed to by you, is limited in accordance with any applicable international conventions, including the Geneva Convention 1973 in respect of carriage by road and the Athens Convention 1974 in respect of carriage by sea.
- 22.5 The right to compensation for damages shall expire three years after the end of the Tour.
- 22.6 The Organiser is not responsible for personal injuries caused, if they are attributable to the injured Traveller.

## 23. Responsibility of the Organiser in the event of damage to property

- 23.1 The Organiser is not, under any circumstance, liable for damage to or loss of luggage or other personal belongings of the Traveller. For this reason, the Traveller is advised to extend his/her insurance coverage to cover damage to property.

## 24. Responsibility of the Organiser in the event of failure to use the Tour

- 24.1 The Organiser is excluded from any liability for the Traveller's failure to use the Tour or part thereof, in the event of delay or absence of the latter at the time and at the location specified for the departure of the Tour, or for the resumption of the tour at each stage, for any cause.
- 24.2 In the case referred to under the preceding paragraph, the Traveller is solely responsible for all costs for rejoining the Group during the Tour.

## 25. Authority of the Tour Leader

The Organiser can offer guided tours led by a tour leader (also referred to as a tour guide or tour manager). In this specific case, the tour leader is the Organiser and he is entitled to any final decision, pertaining to the procedures for carrying out the Tour, including, but not limited to, the well-being and safety of the Travellers. If a Traveller does not respect the Tour Leader's decisions, this is without prejudice to the right of the latter to exclude that Traveller from the Tour. In this case, no refund for the unused part of the Tour, or for the expenses necessary to reach the Tour departure location shall be given by the Organiser.

## 26. Complaints and claims

- 26.1 Any failure in the execution of the agreement must be contested by the Traveller during the use of the Tour Package, so that the Organiser or Tour Leader can provide for a timely remedy. Otherwise, compensation for the damage shall be reduced or excluded in proportion to the Traveller's contributory negligence.
- 26.2 Notwithstanding the obligation mentioned above, the Traveller can make a complaint by sending a registered letter with return receipt, by email or certified post, to the Organiser or Agent within and no later than 10 working days after the end of the Tour.

## 27. Photographs and marketing

The Traveller agrees to the Organiser's use of images and other digital content produced during the Tour, for promotional and advertising purposes, used in any means of communication. The Traveller agrees to the perpetual and irrevocable use, free from copyright fees, of the aforementioned images for advertising and promotional purposes.

## 28. Privacy Policy

We are committed to protecting your personal information and agree to handle your personal information in accordance with our Privacy Policy. Generally, we will only disclose your personal information to these persons in connection with facilitation of your booking and/or to enable the performance of administrative and technical services by them on our behalf. Where we disclose your personal information to any person, we will use reasonable efforts to ensure the recipient's compliance with relevant privacy laws. However, you acknowledge that we cannot control the privacy practices of the recipient and therefore will not be liable or accountable for how the recipient handles your personal information. We encourage you to review the privacy policies of any third party service provider whose services we arrange on your behalf.

## 29. Governing law & jurisdiction

If any dispute arises between you and us, the laws of Vietnam will apply. You irrevocably and unconditionally submit to the exclusive jurisdiction of the courts of Vietnam, and waive any right that you may have to object to an action being brought in those courts. Any aspect of this agreement which is invalid in any jurisdiction is invalid in that jurisdiction to that extent, without invalidating or affecting the remaining provisions of this agreement or the validity of that provision in any other jurisdiction.