

Booking and Cancellation ~ Terms and Conditions ~

A. PRICE

- Prices are net per tent and are valid and guaranteed over one entire season - from 1st November to 31 October.
- Rates are valid for online bookings. **5% supplement** is applied for email bookings.
- Room and package rates are for maximum two adults per room

Accommodation price includes:

- Accommodation
- Breakfast
- Check-in and out boat transfer between the Embarking Point and the Resort within the regular schedule

Price does not include:

- Check-in and out boat transfer between the Embarking Point and the Resort outside the regular schedule
- 10% VAT (only for Cambodian travel agents claiming the tax)
- Personal Travel Insurance
- Tours & meals other than breakfast
- Land transfers from/to the Embarking Point
- Personal expenses
- Gratuities for the crew

Check in and Check Out:

4 Rivers is accessible only by boat. To ensure a smooth pick-up at our Embarking Point please let us have your local phone number or that of your guide/driver and contact us prior to arrival.

Regular check-in and check-out boat transfers are included in your booking. To preserve our unique location and environment please help minimize our boat's fuel consumption during your transfer to/from 4 Rivers by being on time for your check-in/out boat transfers.

- There are two complimentary inbound and two outbound transfers every day
- **Check-in:** The boat is scheduled to leave our dock in Tatai village at 2pm and 5pm.
- **Check-out** is before noon, so please be ready to do so at 8am or 12pm, when the boat leaves 4 Rivers for Tatai village.
- For other arrival times we provide a boat **taxi service for 20 USD** per transfer at any time in the day. Night transfers are subject to weather conditions.
- The earliest check-in time is 2pm; the latest check out time is 12 noon. Luggage can be stored if guests depart late.

B. DISCOUNTS

- Low season discount: 15 %, from May 1 to September 30
- Volume discounts: 15% discount is granted for booking 10 tents or more, or for a stay of minimum 7 nights, regardless of the number of tents.

C. CHILD POLICY

Much as we welcome families to 4 Rivers, there are safety-factor and accommodation limitations when it comes to children of a certain age. That's why we are in the process of increasing our capacity to offer land-based family tents.

FLOATING TENTS

- Children over 14 years of age are considered to be adults
- As we don't have a stock of extra beds, we have equipped each floating tent with a sofa for one 4 to 14-year-old child.
- A baby cot can be added for infants up to 4 years, but we cannot guarantee availability.
- A floating tent can comfortably accommodate a **maximum** of 2 adults, one child (at extra cost) and one infant (at no cost).

Travelling with babies up to 4 years old

- A baby is an up to 4-year-old infant.
- Accommodation, excursions and meals for infants are at **no charge**.
- Under 4-year-olds can sleep in their parents' tent at **no charge**, but their baby food has to be provided.
- If you need a baby cot, please mention it in the Special Request section, although we cannot guarantee availability.

Travelling with children between 4 and 14 years of age

- Accommodation, excursions and meals for children are offered at a **30% discount**
- As we don't have a stock of extra beds, we have equipped each floating tent with a sofa which can comfortably accommodate **one four to 14-year-old child** (at extra cost). For your comfort, please book the number of tents accordingly.
- For more information please contact us.

FAMILY TENTS (on land):

- Available August 2013.

D. BOOKING & CANCELLATION

Individual travelers

Due to the remoteness of 4 Rivers Floating Lodge, walk-in guests are extremely rare. Every booking is carefully prepared and taken very seriously. Logistical means are involved; consequently we are needed (even if unpleasant) to request **advance payments** for booking as well **cancellation fees** to cover our preparatory expenses or an eventual business loss in case of a late cancellation. Therefore **100% payment** is required to confirm reservation.

Cancellation fees

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| • More than 30 days prior to check-in date: | no fees - payment is refunded |
| • 30 days, or less, to check-in date or no show: | 100% of contract is due |

Group bookings (4 tents or more)

- 30% deposit is required upon confirmation of booking
- Payment of the balance shall be made 30 days prior to check-in date

Cancellation fees

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| • More than 45 days prior to check-in date: | no fees - deposit is refunded |
| • Between 45 and 31 days prior to check-in date: | 30% of price is due |
| • 30 days, or less, to check-in date or no show: | 100% of contract is due |

E. GENERAL TERMS AND CONDITIONS

1. Unless otherwise agreed, travelers or their agents are responsible for the land transfers to and from the Embarking Point on time
2. The Company is not liable to bear any extra costs of transporting passengers to and from the point of embarkation or disembarkation unless passengers or their agents have purchased transfers from/to airport or hotels from us
3. The following **Credit Cards** are accepted: VISA, MASTERCARD and ANZ Royal; please note that OUR BANK DOES NOT ACCEPT AMERICAN EXPRESS, JCB or DINERS CLUB.
4. We recommend travel insurance be taken to protect your deposit
5. Travelers should seek advice from their doctor regarding relevant inoculations and prophylactics for travel in the Cambodia. Clients must be fully insured to cover any risk of medical repatriation and the Company is in no way responsible for such liabilities
6. The Resort Manager is responsible for guests' comfort and safety. Guests must accept their decisions and instructions
7. Whilst our crew does everything in their power to facilitate embarking/landings during some day trips, access to the boat/land can be difficult, with steep and sometimes slippery riverbanks. Elderly clients should consult their doctor to ensure that they are fit for travel. We can assist travelers using wheelchairs to access the site, but we have no means to assist those persons during fieldtrips
8. The company accepts no liability or responsibility for loss or damage to passengers' property whilst on board 4 Rivers
9. Once a booking has been received through a sales agent or directly from the passenger, a contract exists between the Company and the client and these terms and conditions must be adhered to by both parties
10. In the event of a dispute the law of Cambodia will apply

Travelers and their agents must abide by these terms and we reserve the right to either cancel an existing reservation or to refuse guests in the event that these terms have not been adhered to