



THE  
LUXURY TRAIN  
TRAVEL COMPANY

# S Journey Vietnam Luxury Train

NORTHBOUND | HO CHI MINH TO HANOI



★ ITINERARY PAGE 4

★ PRICING & INCLUSIONS PAGE 16



# SJOURNEY VIETNAM | HO CHI MINH TO HANOI | 7 NIGHTS

Dear Sir / Madam,

Please find full details of this itinerary in this dossier. If you have any questions at all please do not hesitate to contact me.

Best regards,

The Luxury Train Travel Company.

## THE LUXURY TRAIN TRAVEL COMPANY

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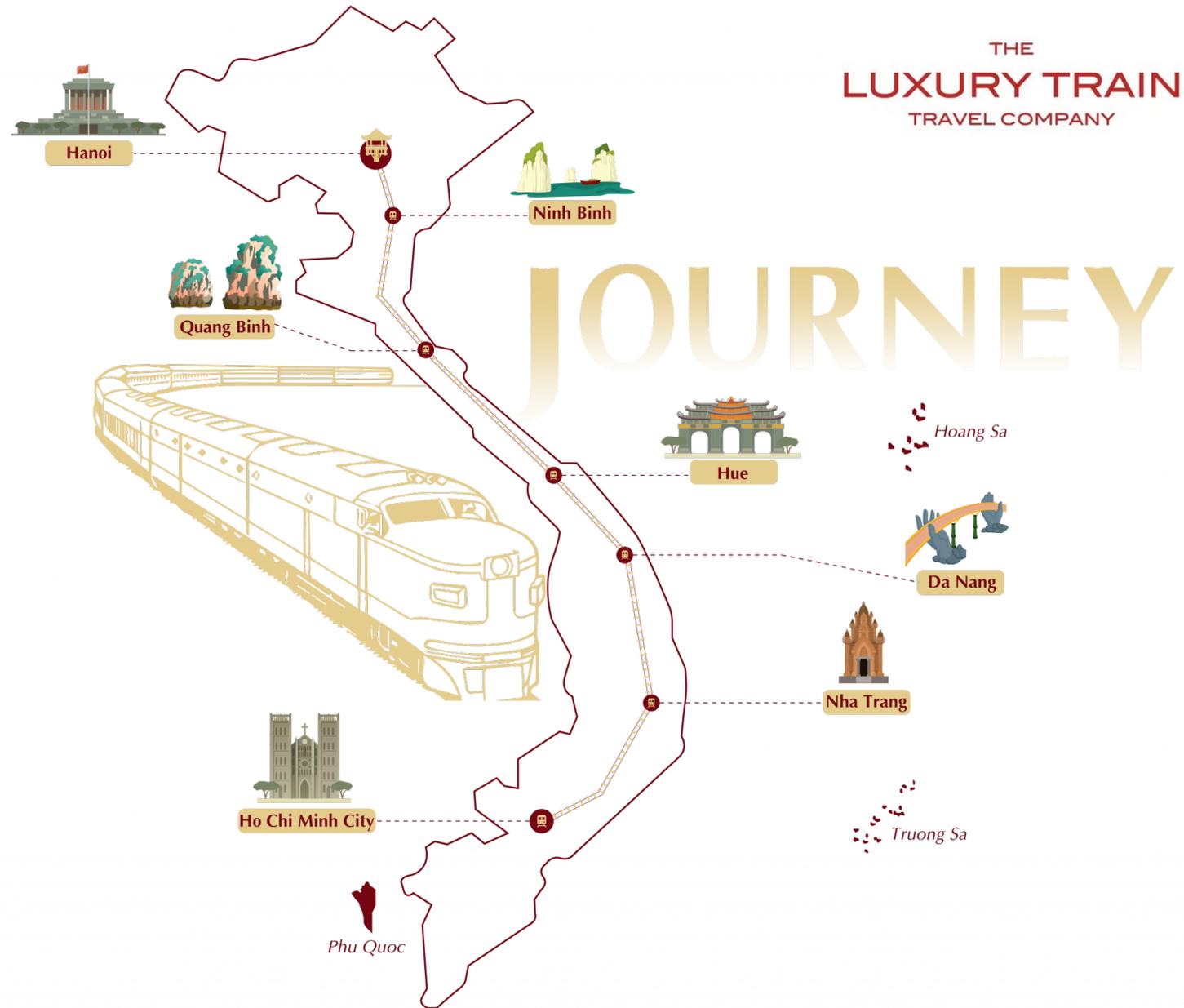
## ABOUT OUR COMPANY

Established as one of the leading, independent and family owned luxury train specialists, our focus is on well thought through private and personally selected rail adventures. Our emphasis is very much on the right trip for you and we work closely with you in order to achieve this. We regard the rail journeys we offer as a trip of a lifetime and use our experience and knowledge to make it that for you.

The Luxury Train Travel Company is a trading name of Headseast Ltd, a UK based, independent, family owned travel company. We operate several brands in addition to The Luxury Train Travel Company including [“The Latin America Travel Company”](#) [“The Trans-Siberian Travel Company”](#) and [“The China Travel Company”](#). Our clients come from all over the world.

# SJOURNEY VIETNAM | HO CHI MINH TO HANOI | 7 NIGHTS

Journey from the vibrant heart of Ho Chi Minh City to the historical elegance of Hanoi aboard a luxurious train. Along the way, discover Vietnam's ever-changing landscapes — from golden beaches and ancient Cham towers to imperial citadels and mystical karst valleys. Each stop invites you to savour authentic cuisine, explore living traditions, and connect deeply with the country's rich heritage. A voyage crafted not just to travel across Vietnam, but to feel every essence of its soul .



# Detailed Itinerary

SJourney proudly introduces the first and only luxury train journey across Vietnam, offering an adventure that immerses you in the beauty of cultural coalescence, contemporary art, vibrant people, and stunning natural landscapes.

The train traverses the S-shaped length of the country, starting from Hanoi Capital, stopping at numerous majestic destinations, and concluding in Ho Chi Minh City. Each stop is meticulously planned with exclusive experiences.

Our motto, "Anticipating before the question," ensures your trip is both convenient and relaxing. We look forward to welcoming you on board for this unforgettable journey!

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*"I can't tell you how much we appreciate all the pre planning you helped us with.*

*It was a trip of a lifetime experienced by few. Personally I feel privileged to have experienced this part of the world.*

*Thanks again for all you did for us."*

**Gail & Cathy Schuneman**



# YOUR DETAILED DAY BY DAY ITINERARY

## DAY 1

### HO CHI MINH

- Saigon departure sets elegant tone for journey.

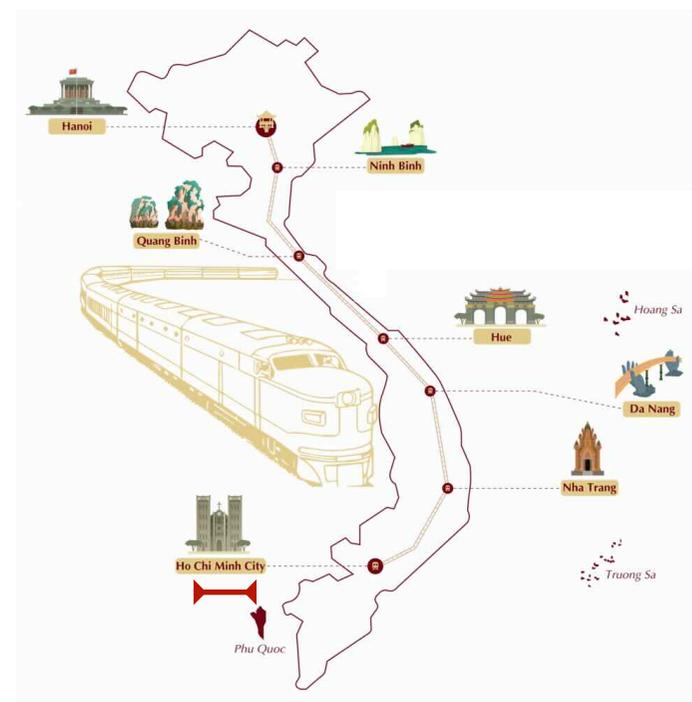
Your journey begins in Ho Chi Minh City as late afternoon light softens the energy of Saigon. A private transfer brings you smoothly to the station, where you are welcomed into the SJourney VIP lounge. Formalities are handled discreetly, allowing anticipation to replace any lingering travel concerns. As you step aboard, polished wood interiors and elegant detailing signal the start of something exceptional.

As dusk settles, you gather in the restaurant carriage dressed for the occasion. Introductions flow easily over aperitifs, and the first dinner showcases refined Vietnamese flavours alongside international touches, thoughtfully paired with wine.

Soon, the train glides northward. The gentle rhythm of the rails and the glow of passing city lights give way to calm. Retire to your private cabin and allow the journey to unfold as you drift into restful sleep.

 **Meals Included:** Dinner.

## OVERNIGHT ON TRAIN



# YOUR DETAILED DAY BY DAY ITINERARY

## DAY 2

### PHAN THIET

- Spiritual heights and coastal heritage in harmony.

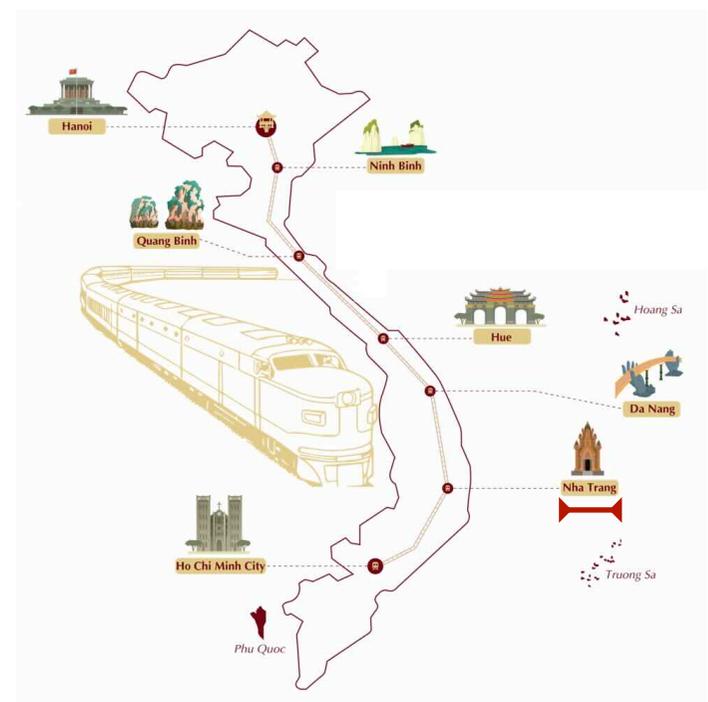
Morning reveals the spiritual calm of Ta Cu Mountain, long revered by Vietnamese Buddhists. Ascending to Linh Son Truong Tho Pagoda, panoramic views stretch across Binh Thuan province, blending sea, sky and hillside in serene harmony.

Later, delve into local heritage at the Fish Sauce Museum, where centuries-old production methods reveal why this distinctive condiment defines Vietnamese cuisine. The aromas are bold; the cultural story, compelling.

Lunch by the ocean celebrates the region's seafood traditions before an afternoon visit to the ancient Poshanu Cham Towers, remnants of a once-flourishing kingdom. As evening approaches, the train resumes its journey north. Dinner on board reflects the day's coastal discoveries, and the coastline fades into night beyond your window.

 **Meals Included:** Breakfast, Lunch & Dinner.

## OVERNIGHT ON TRAIN



# HIGHLIGHTS OF THIS JOURNEY

HOI AN



NAH TRANG



HO CHI MINH



# YOUR DETAILED DAY BY DAY ITINERARY

## DAY 3

### PHU YEN

- Faith, craft and coastal calm define day.

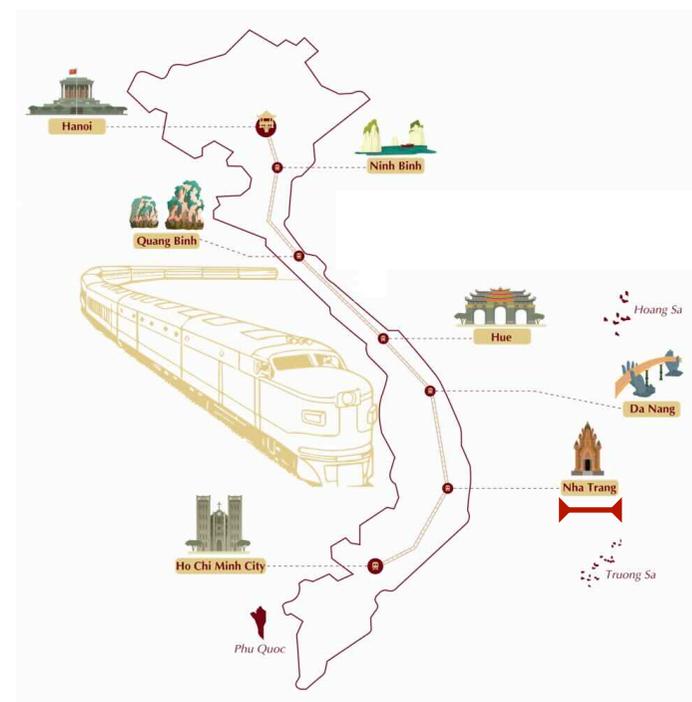
After breakfast, arrive in Phu Yen, a province defined by simplicity and authenticity. Mang Lang Church rises unexpectedly from the countryside, its Gothic façade reflecting a meeting of cultures and centuries.

In Phu Tan weaving village, artisans craft rush-grass mats using techniques passed down through generations. The steady rhythm of their work and the scent of sun-dried grass offer an intimate glimpse into rural Vietnamese life.

Lunch highlights the bounty of the sea, fresh and unpretentious. The afternoon invites rest aboard the train as fields and distant mountains roll past. That evening, dinner is served under soft lighting, conversations deepening as Vietnam's coastline drifts quietly beyond the glass.

 **Meals Included:** Breakfast, Lunch & Dinner.

## OVERNIGHT ON TRAIN



# YOUR DETAILED DAY BY DAY ITINERARY

## DAY 4

### HOI AN

- Artisan traditions and timeless Hoi An charm.

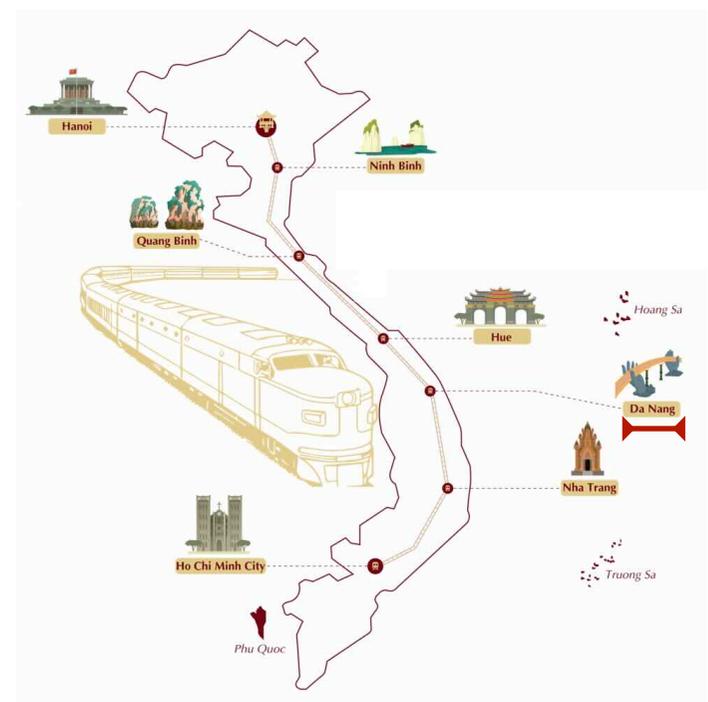
Breakfast precedes a scenic jeep journey into Hoi An's countryside. At Au Lac Wood Art and Thanh Ha Pottery Village, skilled artisans share centuries-old techniques, inviting you to create your own handcrafted keepsake.

A home-hosted lunch introduces regional flavours shaped by fertile land and maritime trade. Later, Hoi An Ancient Town unfolds in ochre façades and lantern-lined streets. Visit the vibrant market, ornate Phuc Kien Assembly Hall, historic merchant houses and the iconic Japanese Covered Bridge.

As afternoon light softens, wander through quiet laneways before returning to the train. Dinner onboard reflects the cultural richness of central Vietnam, rounding off a day immersed in living history.

 **Meals Included:** Breakfast, Lunch & Dinner.

## OVERNIGHT ON TRAIN



# HIGHLIGHTS OF THIS JOURNEY

QUANG BINH



HOI AN



HUE



## DAY 5

### HUE

- Imperial history and mountain passes unfold beautifully.

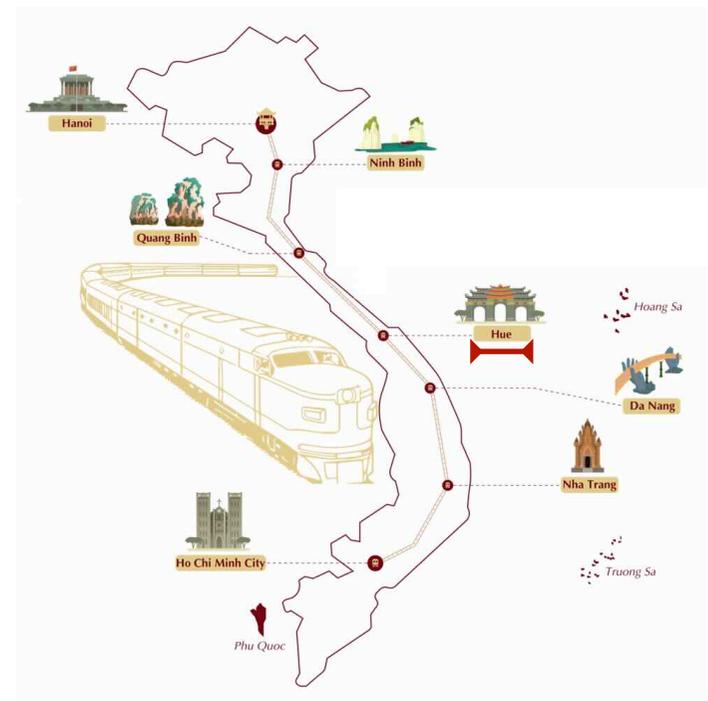
Morning carries you over the Hai Van Pass, one of Vietnam's most scenic rail stretches. Breakfast is served against a backdrop of lush mountains and the East Sea shimmering below.

In Hue, a traditional rickshaw ride leads to the Imperial Citadel, where Nguyen Dynasty palaces and courtyards recall imperial grandeur. Continue to Tu Duc's mausoleum, nestled among pine-covered hills, then visit a traditional incense village where craftsmanship remains deeply rooted.

A refined local lunch highlights Hue's distinctive cuisine. By late afternoon, you return to the train, leaving behind a city of poetic grace as the countryside recedes into dusk.

 **Meals Included:** Breakfast, Lunch & Dinner

## OVERNIGHT ON TRAIN



## DAY 6

### QUANG BINH

- Caves, countryside and culinary discovery combine.

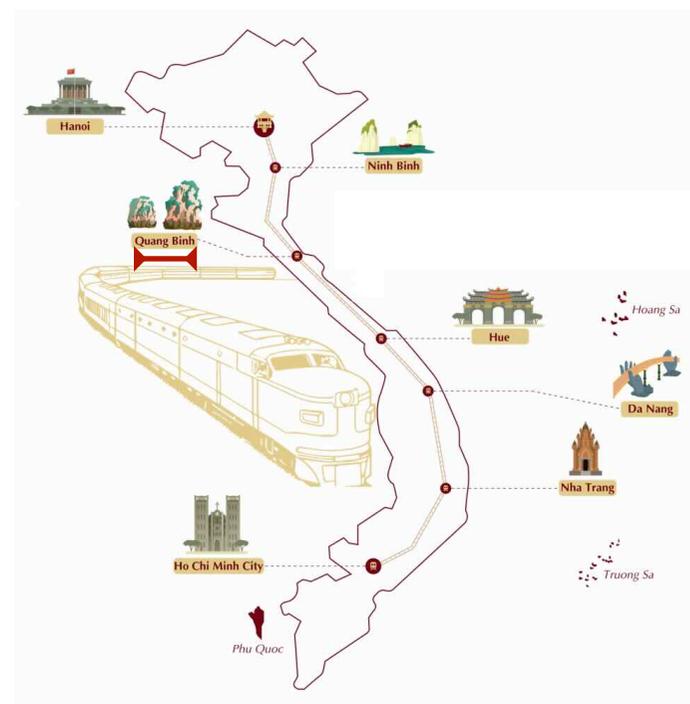
Wake to rural landscapes before arriving in Quang Binh. From here, travel to Phong Nha-Ke Bang National Park, a UNESCO-listed realm of limestone peaks and winding rivers.

Board a boat along the Son River, drifting toward Phong Nha Cave. Inside, sculpted stalactites and cavernous chambers reveal geological artistry shaped over millennia.

Returning to the train, the afternoon offers leisure before an evening countryside dinner among rice paddies. A Vietnamese cooking demonstration brings local ingredients to life before the train departs quietly for Ninh Binh beneath a canopy of stars.

 **Meals Included:** Breakfast, Lunch & Dinner.

## OVERNIGHT ON TRAIN



# HIGHLIGHTS OF THIS JOURNEY

HANOI



HANOI



NINH BINH



# YOUR DETAILED DAY BY DAY ITINERARY

## DAY 7

### NINH BINH

- Limestone landscapes and royal heritage intertwine.

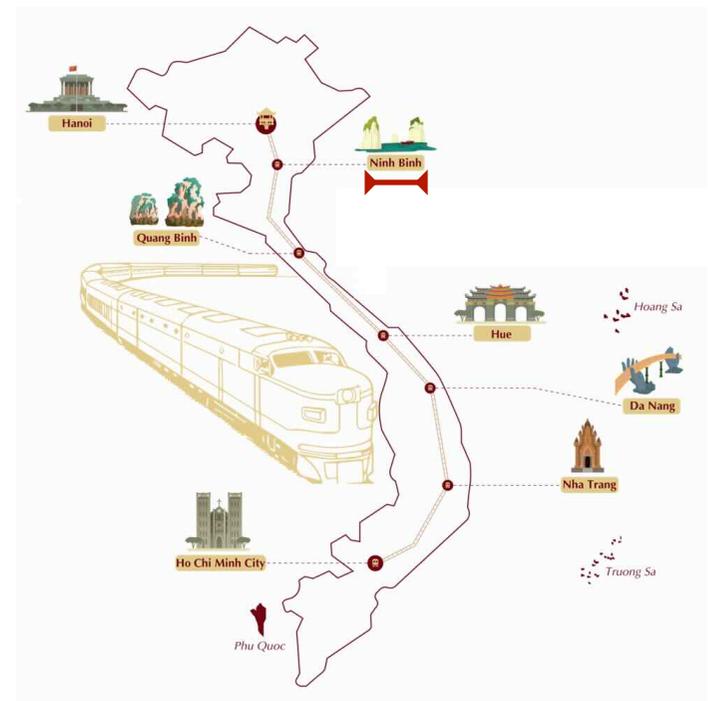
Breakfast precedes arrival in Ninh Binh, where dramatic limestone karsts rise from emerald waterways. A sampan journey through Trang An glides beneath cliffs and through tranquil grottoes.

At Hoa Lu, Vietnam's first capital, temples honour the Dinh and Le dynasties. The setting, framed by rugged peaks, evokes the nation's earliest chapters.

Back aboard the train, afternoon tea provides time to reflect as the journey nears its conclusion. Conversation, quiet reading or simple contemplation accompany the final evening on rails.

 **Meals Included:** Breakfast, Lunch & Dinner.

## OVERNIGHT ON TRAIN



## DAY 8

### 🇻🇳 END OF TOUR

- Hanoi arrival concludes elegant Vietnamese rail odyssey.

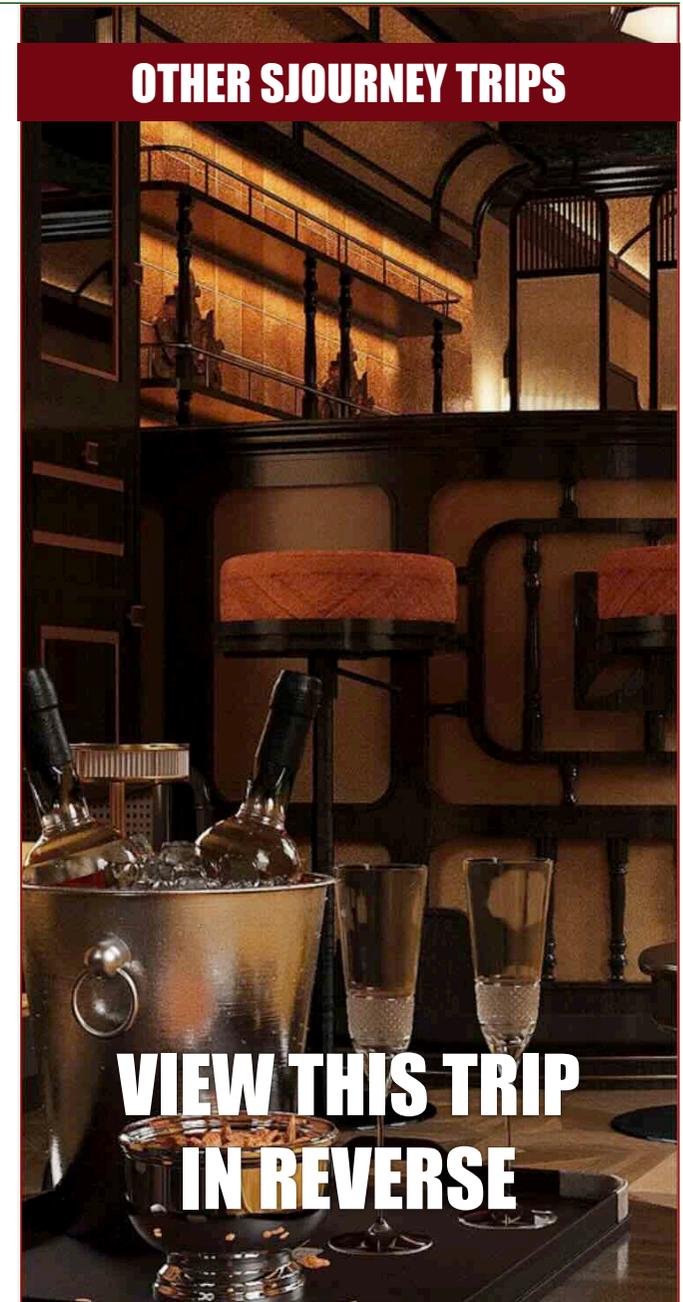
Arriving in Hanoi at dawn, the journey concludes gently. Breakfast is served onboard before check-out formalities begin. As you step back onto the platform, the memories of Vietnam's coast, countryside and cultural treasures remain vivid — a seamless rail adventure now complete.

🍴 **Meals Included:** Breakfast.

#### BOOKING PRE & POST-TOUR SERVICES

Ask us about pre and post tour programs in Hanoi and Ho Chi Minh that will complete and compliment this tour.

## OTHER SJOURNEY TRIPS



**VIEW THIS TRIP  
IN REVERSE**

# 2026

## 7 NIGHTS - HO CHI MINH TO HANOI - DATES & PRICES PER PERSON IN US DOLLARS \*

\* All Dates Subject To Availability - Many Trips Sell Out Long In Advance \*

Jan 2026	Feb 2026	Mar 2026	April 2026	May 2026	June 2026	July 2026	Aug 2026	Sept 2026	Oct 2026	Nov 2026	Dec 2026
14th 28th	11th 25th	11th	22nd	N/A	17th	N/A	12th	9th	21st	4th	2nd 30th

SUITE	DOUBLE - 1 BED	TWIN - 2 BED
TWIN	US \$ 9,890 / GB £ 8,242 per person	US \$ 9,890 / GB £ 8,242 per person
SINGLE	US \$ 15,824 / GB £ 13,187	US \$ 15,824 / GB £ 13,187

**Note:** There is a gala dinner mandatory surcharge on Christmas Eve (24 December) & New Year's Eve (31 December) of 150 USD per adult and 75 USD per child.

**Children:** A child below 5 years old will be charged 15% of the adult price.  
 A child from 5 to 11.99 years old will be charged 75% of the adult price.  
 A child from 12 years old upwards will be considered as a 3rd adult.

\* The published prices for this tour are in US Dollars. However, we can quote and accept payment in GB Pounds, Euros, Singaporean Dollars, Australian Dollars, Canadian Dollars and more. **Contact us** for a confirmed quote in your preferred currency.

# 2027

## 7 NIGHTS - HO CHI MINH TO HANOI - DATES & PRICES PER PERSON IN US DOLLARS \*

\* All Dates Subject To Availability - Many Trips Sell Out Long In Advance \*

Jan 2027	Feb 2027	Mar 2027	April 2027	May 2027	June 2027	July 2027	Aug 2027	Sept 2027	Oct 2027	Nov 2027	Dec 2027
N/A	24th	10th	7th	5th	2nd 30th	28th	25th	22nd	20th	17th	15th 29th

SUITE	DOUBLE - 1 BED	TWIN - 2 BED
TWIN	US \$ 9,890 / GB £ 8,242 per person	US \$ 9,890 / GB £ 8,242 per person
SINGLE	US \$ 15,824 / GB £ 13,187	US \$ 15,824 / GB £ 13,187

**Note:** There is a gala dinner mandatory surcharge on Christmas Eve (24 December) & New Year's Eve (31 December) of 150 USD per adult and 75 USD per child.

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# 2028

## 7 NIGHTS - HO CHI MINH TO HANOI - DATES & PRICES PER PERSON IN US DOLLARS \*

\* All Dates Subject To Availability - Many Trips Sell Out Long In Advance \*

Jan 2028	Feb 2028	Mar 2028	April 2028	May 2028	June 2028	July 2028	Aug 2028	Sept 2028	Oct 2028	Nov 2028	Dec 2028
26th	23rd	22nd	19th	17th	28th	26th	23rd	20th	18th	15th	13th

SUITE	DOUBLE - 1 BED	TWIN - 2 BED
TWIN	US \$ 10,879 / GB £ 9,066 per person	US \$ 10,879 / GB £ 9,066 per person
SINGLE	US \$ 17,406 / GB £ 14,505	US \$ 17,406 / GB £ 14,505

**Note:** There is a gala dinner mandatory surcharge on Christmas Eve (24 December) & New Year's Eve (31 December) of 150 USD per adult and 75 USD per child.

**Children:** A child below 5 years old will be charged 15% of the adult price.  
 A child from 5 to 11.99 years old will be charged 75% of the adult price.  
 A child from 12 years old upwards will be considered as a 3rd adult.

\* The published prices for this tour are in US Dollars. However, we can quote and accept payment in GB Pounds, Euros, Singaporean Dollars, Australian Dollars, Canadian Dollars and more. **Contact us** for a confirmed quote in your preferred currency.

# SJOURNEY INCLUSIONS, EXCLUSIONS & TERMS OF BOOKING

## IMPORTANT INFORMATION

### INCLUDED:

- ✓ 7 nights on the train.
- ✓ Dining options include breakfast, lunch, and dinner. Meals are freshly prepared on the train using the finest local ingredients available and enjoy authentic dining experiences at local restaurants during excursions.
- ✓ Beverage: Daily complimentary soft drinks, beer, house wine by glass ... as per drinks list; tea & coffee are available on the train. One complimentary beverage (soft drinks, beer, house wine by glass) is offered with meals when off the train.
- ✓ Service: Cabin attendant service including evening turndown; experienced Tour Management team; private Airport/Hotel transfers included at the start and end of your journey in Hanoi or Ho Chi Minh city.
- ✓ Cabin facilities: All have double or twin beds, en- suites with shower, toilet and sink; safety box, air conditioning, linen and amenities and are serviced daily.
- ✓ Excursions: Local speaking English guided excursions, entrance fee as per itinerary.

### EXCLUDED:

- ✗ International Airfare to the start and from the finish of this trip
- ✗ Visas (ask us for advise about these).
- ✗ Travel insurance to cover any medical treatment.
- ✗ Discretionary gratuities to drivers and guides.

- Train Capacity is 30 cabins / 60 guests. A minimum of 15 cabins is needed for there trip to run.
- We require all clients to take out travel / trip cancellation and to have valid medical insurance for all our trips.
- We regret that due to the intricate logistics of this tour, itinerary changes are sometimes unavoidable.
- On booking a **deposit of 20%** is needed to confirm with balance due 90 days before departure.
- International flights, visa fees and any services not mentioned are not included in the price and subject to their own terms and conditions.
- **Cancellation Terms:**
  - Cancellation between 365 - 91 days: 20% charge
  - Cancellation between 90 - 61 days: 30% charge
  - Cancellation between 60 - 31 days: 50% charge
  - Cancellation between 30 - 0 days: 100% charge

In the event of failure to make the balance payment more than 90 days before departure, the entire advance payment will be forfeited.

## WHY BOOK THROUGH US ?

### EXPERIENCE ✓

We have been arranging luxury train tours since 2008 and have long relationships with key providers.

### PRICE PROMISE ✓

In most cases we will offer to match any bona fide, like for like quote for your trip from another agent or operator.

### INDEPENDENT ADVICE ✓

We give open and impartial advice and it is important to us that you book the right rail trip for you.

### PEACE OF MIND ✓

We are members of ABTA and most trips are protected by our IPP cover and ATOL bonding.



*"I just wanted to say thank you for organising our wonderful holiday. All went smoothly and we were well taken care of. Thank you for the seamless organisation."*

**Kristopher Forbes**



*"The trip was great. Everything was smooth. This was very important to me as a solo female traveller. I felt safe and secure at all times. It was a well-balanced and organised trip. I really appreciated the effort that went into the trip."*

**Sarah Orozco**



*"You are amazing! Thank you so much for the fast response to my initial email, and the rapid answer to any questions I had, no matter how stupid they were! Your organisation was a great choice for me... I would highly recommend it."*

**Rachael Klein**



*"The booking process was very efficient. We appreciate you answered all our questions and presented a good plan. The trip itself was a wonderful old world Africa experience on the train – loved it."*

**Paige & Hugh Christensen**



*"It was the best trip we've ever taken! It was amazing! I cannot say enough about it. The ease of train travel, and guides were all pleasant surprises."*

**Lawrence & Conner Dudley**



*"We appreciated how easy it was to talk with you on the phone, person-to-person. This was very helpful. It's nice to meet people with similar interests and goals. We thank you and your company for everything you did to create a memorable train experience."*

**Bethany Leblanc**



*"You made booking flights and everything else very simple. You always provided excellent service, and responded to our inquiries promptly. Thanks for your attention to detail towards your customers."*

**Tania & Arthur Lindsey**



*"I can't tell you how much we appreciate all the pre planning you helped us with. Thanks again for all you did for us."*

**Gail & Cathy**

# About S Journey Luxury Train

Experience the pinnacle of luxury and cultural immersion aboard the S Journey Rail Adventure. This extraordinary journey blends opulence, heritage, and natural beauty, offering an unforgettable exploration of Vietnam. Join us for a journey where every moment celebrates the finest experiences Vietnam has to offer.



# ABOUT THE SJOURNEY TRAIN

## FOOD & DRINK

Onboard our world-class luxury train, guests can enjoy two exquisite dining restaurants. The royal dining cars offer a delectable array of cuisines, from renowned international dishes to authentic Vietnamese delicacies, creating a delightful dilemma for discerning palates.

Indulge in the cozy and opulent interiors of our dining spaces, where every detail is meticulously crafted for a truly luxurious dining experience. With round-the-clock service and the capacity to accommodate over 60 diners simultaneously, we ensure prompt and attentive service at all times.

We take pride in selecting the freshest local ingredients daily, guaranteeing the highest quality and flavour in every dish. Our menu changes regularly to cater to diverse preferences and accommodate individual dietary requirements and health considerations.

For a truly immersive culinary experience, our top chefs curate exclusive culinary shows, showcasing their expertise and creativity while delighting guests with exceptional gastronomic delights. Welcome to unparalleled dining excellence aboard our luxury train.

## THE CABINS

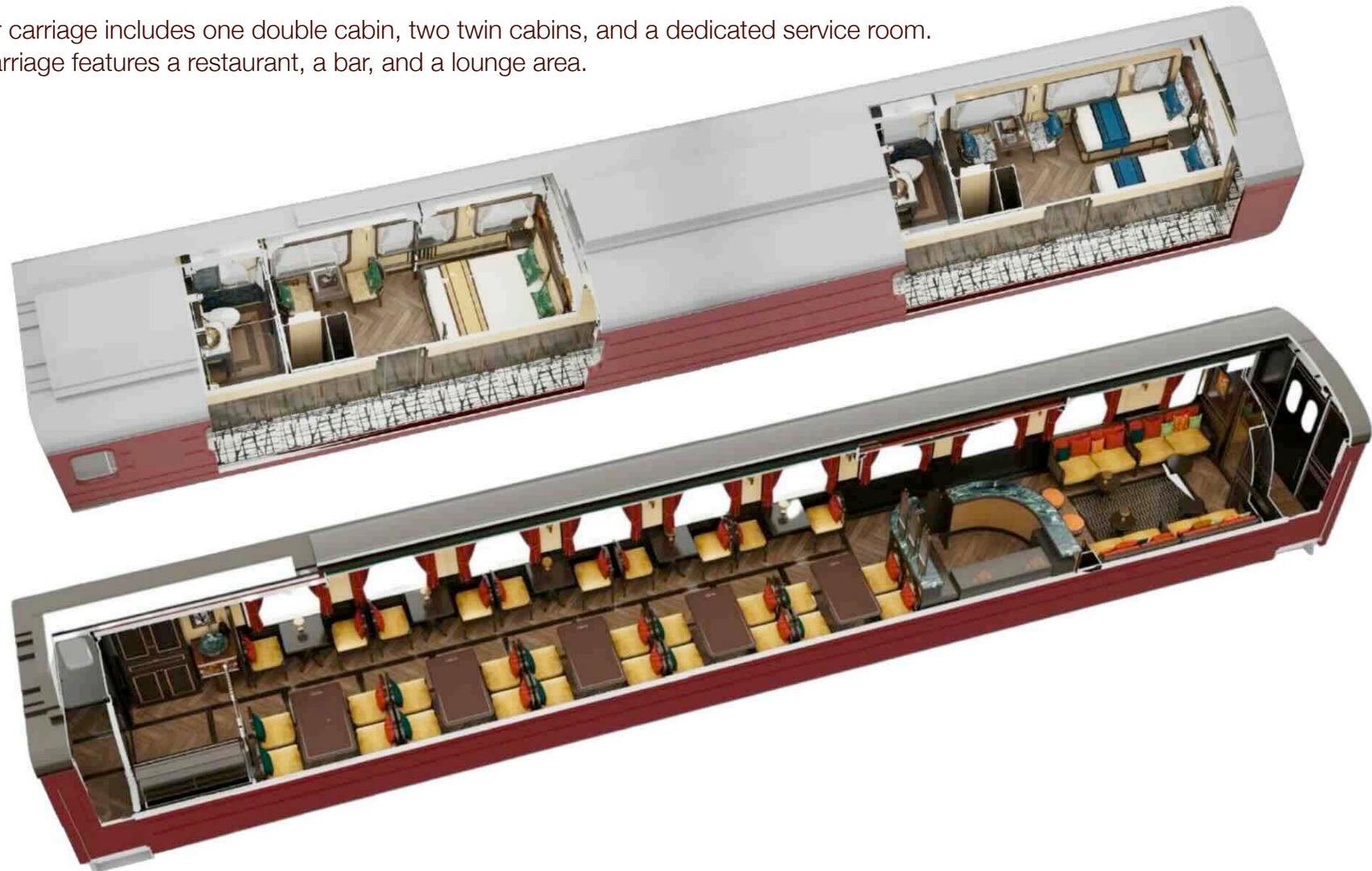
The train carriages feature high-quality interiors inspired by the Indochine concept, accentuated with Asian-inspired materials such as wood, bamboo, and rattan, evoking a bygone era in Vietnam. We offer two types of cabins to perfectly accommodate every passenger's needs during this unique experiential journey: twin cabins with two beds and double cabins with a larger bed.



## ABOUT THE SJOURNEY TRAIN

SJourney features 13 carriages, including 10 sleeper carriages and 2 bistro carriages, with a maximum capacity of 60 passengers per journey. Its design is heavily influenced by the Indochine style, reminiscent of the golden age of travel in the 1930s, when luxury trains like the Trans-Indochina connected different regions of Southeast Asia. This timeless aesthetic blends nostalgia with modern elegance, recreating the romance of classic train journeys while offering contemporary comforts.

Each sleeper carriage includes one double cabin, two twin cabins, and a dedicated service room. The bistro carriage features a restaurant, a bar, and a lounge area.



## SJOURNEY DOUBLE CABIN

Photos are for guidance only and may differ to your actual cabin

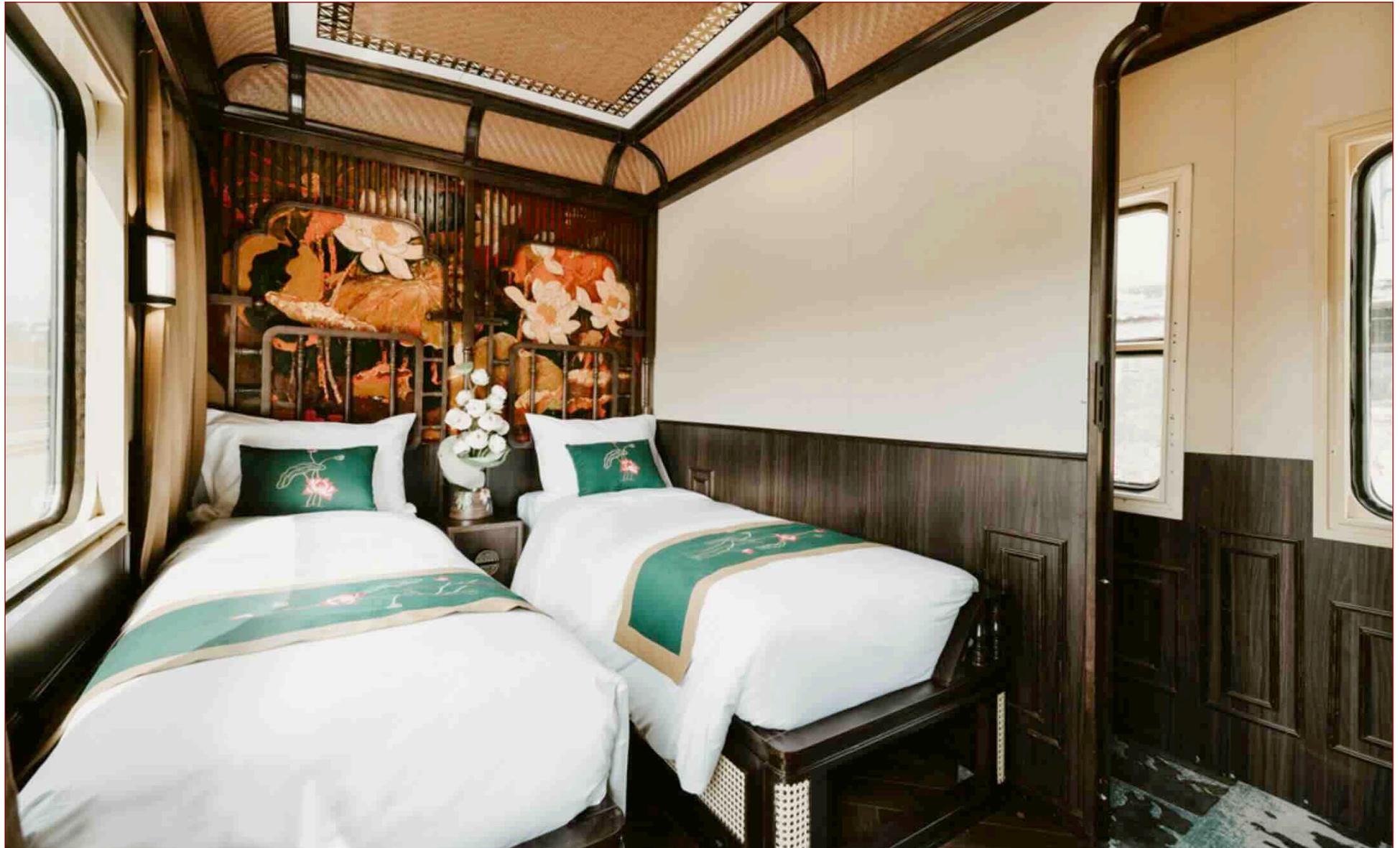
The double cabin, with a room size of approximately 10m<sup>2</sup>, features a double bed (1.9m x 1.5m), a multi-purpose table and chair set, a mini bar counter, a wardrobe with a shoe rack, a console cabinet for storage, and a bathroom (1.2m x 0.8m) equipped with high-class amenities.



## SJOURNEY TWIN CABIN

Photos are for guidance only and may differ to your actual cabin

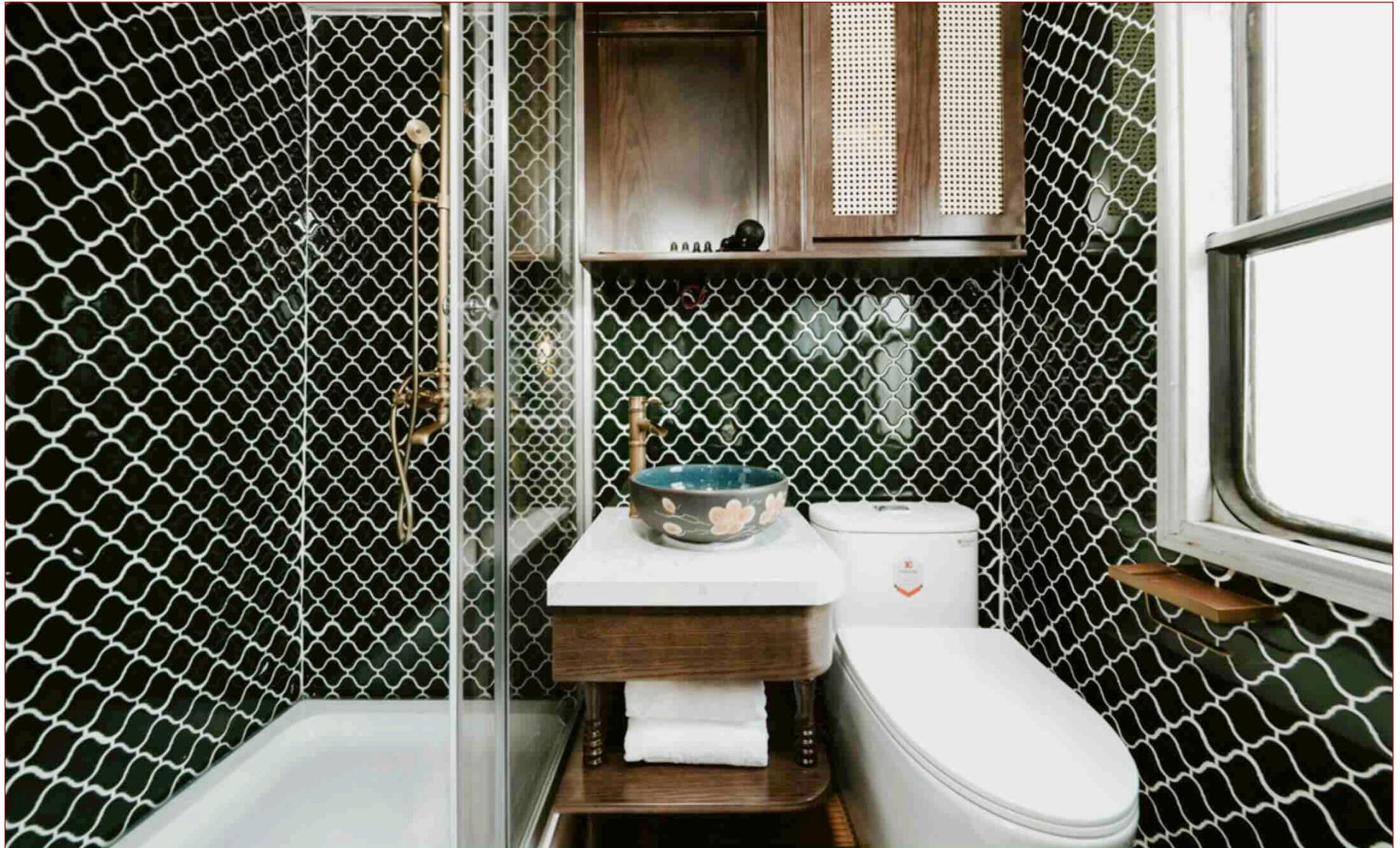
The twin cabins, with a room size of approximately 10m<sup>2</sup>, include two twin beds (1.9m x 0.7m each), a multi-purpose table and chair set, a mini bar counter, a wardrobe with a shoe rack, a console cabinet for storage, and a bathroom (1.2m x 0.8m) all of a high standard.



## SJOURNEY PRIVATE BATHROOMS

Photos are for guidance only and may differ to your actual cabin

The private en-suite bathrooms in both the double and twin cabins are the same quality and standard and feature a toilet, sink and shower all designed to the highest standards.





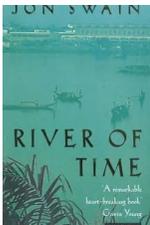
**THE SORROW OF WAR**  
BAO NINH

Set between the Vietnam war and the present day, Dust Child is a sweeping epic of family secrets and hidden heartache, from an internationally celebrated author.



**EM**  
KIM THÚY

Emma-Jade and Louis, orphaned during the Vietnam War, navigate Saigon's chaos, becoming part of the Vietnamese diaspora. The novel spans war-torn Saigon to today's global nail industry.



**RIVER OF TIME**  
JON SWAIN

Between 1970 and 1975, Jon Swain lived along the Mekong River, documenting its beauty, violence, and how the events shaped his views on life and death.



**VIETNAM: RISING DRAGON**  
BILL HAYTON

A persuasive survey of Vietnam's rise as an Asian power, highlighting rapid social change, foreign investment, and the complex authoritarian political system beneath its apparent renaissance.



**THE MOUNTAINS SING**  
NGUYEN PHAN QUE MAI

A finalist for the Dayton Literary Peace Prize, "The Mountains Sing" is an epic, moving account of Vietnam's 20th-century history, seen through two generations of women.



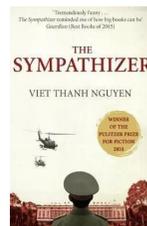
**THE QUIET AMERICAN**  
GRAHAM GREENE

In Indo-China, idealistic American Pyle promotes democracy, causing bloodshed. Cynical correspondent Fowler struggles to intervene, torn between politics and love.



**DUST CHILD**  
NGUYEN PHAN QUE MAI

Set between the Vietnam war and the present day, Dust Child is a sweeping epic of family secrets and hidden heartache, from an internationally celebrated author.



**THE SYMPATHIZER**  
VIET THANH NGUYEN

Winner of the 2016 Pulitzer Prize for Fiction, tells the gripping story of a conflicted double agent navigating political and personal loyalties amid the chaos of Saigon's fall and a new life in Los Angeles.

# IMPORTANT INFORMATION ABOUT THE TOUR

## HOW FAR IN ADVANCE DO I NEED TO BOOK ?

This train tour is an exclusive trip with very limited departures through the year. Consequently we strongly advise our clients to book as far in advance as possible to avoid disappointment. This particularly applies to the higher level cabins which there is strong demand for.

## CAN YOU OBTAIN & ADVISE ON THE VISAS FOR US ?

Visas (if required) can be quite complex so we recommend using a specialist visa agent and have an arrangement with [CIBT Visa Central](#) who offer a reliable service for all the visas you will need for your trip. Of course, we provide all the necessary documentation which must accompany your application. Note that the onus is upon the client to ensure passports and visas, as may be required, are valid prior to departure for Africa. Passports must have at least five blank visa pages and must be valid for at least six months from your return-home date.

## ARE YOUR TOURS FINANCIALLY PROTECTED ?

Trips sold as packages to UK clients come with financial protection either through our ATOL if the trip includes a flight or insurances which comply with the UK package travel regulations for any trip that does not include a flight. In addition our ABTA membership means we must adhere to their strict code of conduct. Trips sold by us as an agent for train operator do not come with financial protection as even in the event of our insolvency your booking with the train operator would still exist and be honoured.

## CAN YOU BOOK FLIGHTS & OTHER TRAVEL FOR US ?

Absolutely! Our ATOL license means that we can book international or indeed internal flights. We get particularly good access to the best deals on British Airways as we are an appointed operator. We can offer extensions to further explore the destinations at either end of the trip. Just ask us for details.

## PRE DEPARTURE

Arrangements for our tours are made many months in advance and occasionally changes may have to be made (including but not limited to the cancellation and/or substitution of guest speakers) and we reserve the right to do so at any time. Most of these changes will be insignificant (e.g. a modified service of carriages attached to a regular service train) and we will advise you or your travel agent of them as soon as possible.

Changes: If we make an insignificant change to your holiday, we will make reasonable efforts to inform you or your travel agent as soon as reasonably possible if there is time before your departure but we will have no liability to you. Examples of insignificant changes include alteration of your outward/ return flight by less than 12 hours, changes to aircraft type, change of accommodation to another to the same or higher standard, changes of carriers. Please note that carriers such as airlines used in the brochure may be subject to change.

Due to changes in airline schedules or other operating reasons after our tours are booked, it is sometimes necessary to change the airline, airport or aircraft notified to you or your travel agent. Any changes to the actual airline after you have received your tickets will be notified to you as soon as possible and in all cases at check-in or at the boarding gate. Such a change is deemed to be an insignificant change and the provisions of clause 4.1 (as appropriate) shall apply. 4.4 If we have to make a significant change, we will tell you as soon as possible and if there is time to do so before departure, we will offer you the choice of: i) Accepting the changed arrangements; or ii) having a refund of all monies paid; or iii) if available and where we offer one, accepting an offer of an alternative holiday (we will refund any price difference if the alternative is of a lower value

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# IMPORTANT INFORMATION ABOUT THE TOUR

## POST DEPARTURE

On rail tours that include haulage by specific locomotives, travel in specific carriages, or on specific lines, whilst every effort will be made to ensure that these features are provided as advertised, there can be occasions when, for reasons outside of our control, the specific features cannot be provided. In this situation we will endeavour to provide alternative traction, accommodations or routing such as the circumstances allow. If we cannot make suitable alternative arrangements or if you refuse to accept these for good reason, we will arrange to transport you back to your tour departure point or to the point our contracted services commenced as soon as we reasonably can.

However, we and our agents at all times reserve the right to make such substitutions in relation to aspects of the tour for mechanical, operating or other matters required for reasons beyond our reasonable control (such as any war or terrorist activities (threatened or actual), riot, civil unrest, closure of airports, industrial action (threatened or actual), political conditions, natural or nuclear disaster, fire, adverse weather conditions, changes to or cancellation of air, river, sea or rail services or any other events outside our reasonable control).

We reserve the right on occasions (at our sole discretion), due to effective load management procedures on the train, to provide cabin upgrades for selected passengers without additional charge. Such cabin upgrades are not guaranteed, cannot be requested and may only be notified on the first day of the tour.

We and our agents at all times reserve the right, without liability to you, to cancel and or amend any programme of guest speakers without notice to you and this shall always be a minor change. For the avoidance of doubt, you shall not be entitled to cancel your tour and or any refund of monies paid by you, due to the cancellation and or amendment to a programme of guest speakers. In the event that you cancel your tour due to such reasons, the cancellation charges shall apply.

If we become unable to provide a significant proportion of the arrangements that you have booked with us after you have departed, we will, if possible, make alternative arrangements for you at no extra charge and where those alternative arrangements are of a lower standard, provide you with an appropriate price reduction

## SCHEDULING, ROUTE & EXCURSION

Sjourney is solely reliant on the traction and railway services provided by the Vietnam's national railway. Our hands are regrettably tied when these services fail, be they due to locomotives, signals, overhead power-cable damage and/or theft, vandalism, electricity outages, railway tracks or any other issued. Delays can occur due to our reliance on these national organizations. Sjourney is not responsible and cannot be held liable for any delays or changes in tour arrangements that may be caused by natural or other factors beyond the control of Sjourney. Sjourney reserves the right to cancel or amend our route, any excursions and the tour departure dates provided we can offer the passenger alternative excursions or departure dates. Sjourney cannot guarantee excursions or departure and arrival times. Our obligation to transport guests from departure to arrival points on schedule will override any commitment to excursions although we will endeavour to carry out all the off-train experiences. We strongly caution against same-day air travel on departure/arrival days due to possible delays with flights or the train.

## TRAVEL INSURANCE

Passengers must be fully insured to cover any risk of medical expenses and repatriation (which includes remains) and Sjourney is in no way responsible for such liabilities. We strongly recommend passengers purchase travel insurance to also cover any risk of unforeseen cancellation charges.

# IMPORTANT INFORMATION ABOUT THE TOUR

## AIRFARE & TRANSFER CONDITIONS

The holiday package by train does not include airfares unless otherwise stated. All airfares are subject to availability and airline conditions apply. Our consultant may assist you in booking an appropriate flight or other service whenever possible for us which does not form part of a journey or (package) tour contract with us. You may book flights via any travel agent. We are not responsible and liable for any flight bookings or flight amendments or consequences that arise through amendments or cancellation of flights by the supplier. Full details and conditions may be obtained from our reservation consultant or your travel agent regarding your flight booking. You must ensure your flight details are provided to us on time (see detailed Passenger Information section below). If You miss a flight or any other pre-booked transfer you will be responsible for making your own way to the journey/(package) tour departure point, at guest's own expense. Unless expressly stated in the itinerary, airport transfers may be group transfers scheduled to coincide with multiple flight arrival and departure times. Private transfers can be arranged at separate costs with the service provider and do not form part of the journey or (package) tour contract. Private transfers are not available in all locations. Please inquire about further details.

## COMPLAINTS

In the unlikely event that you do have a problem during your trip, please inform the train management immediately, who will endeavour to put things right. If you suffer any loss or damage to your luggage, please inform us immediately. If your complaint is not resolved locally and you wish to complain further, please send formal written notice of your complaint to Sjourney 's head office within 28 days of the end of your trip (giving your booking reference and all other relevant information). Failure to do so will affect our ability to investigate your complaint and could affect your rights under these conditions.

## MEDICAL TREATMENT

No doctors or nurses are employed by Sjourney on a train . If a passenger requires medical attention during the trip, medical services will be provided at local facilities. Passengers shall be responsible for all costs and expenses of medical services, treatment, and medications. Sjourney shall have no liability whatsoever for any costs incurred in connection with medical services, or for the quality-of-care Passenger receives. Passenger consents to treatment by medical professionals designated by Sjourney, if passenger is unable to request or authorise medical treatment and, in the opinion of the Train Manager, medical attention is necessary, solely at the expense of passenger and without liability to Sjourney.

## LOSS OR DAMAGE OF PROPERTY

Sjourney provides safekeeping for valuables aboard a train and encourages passengers to deposit any jewellery or other valuables brought aboard the train in the provided in-room safety box. Sjourney shall not be liable for any loss of or damage to money, jewellery, precious stones, securities, financial instruments, tickets, or other valuables unless stored in in-room safety boxes. The value of articles shall not exceed 500 USD unless Sjourney agrees in writing to a higher value for the articles. Items exceeding the limit of 500 USD must be handed to the train's management for safekeeping and a receipt shall be issued. Settlements of reimbursable claims for lost belongings will be made based on actual cash value (replacement cost less depreciation). Settlements of reimbursable claims for damaged items will be based on cost of repair or actual cash value, whichever is less. No amount shall be paid in settlement of any claim without proof of the actual cash value or repair cost as appropriate arising from the loss or damage. Such proof must be sent to Sjourney in writing and Sjourney 's liability must be proven before any settlement will be paid. Sjourney shall have no liability for loss or damage to baggage or personal effects. Personal belongings lost while unattended in public lounges or other public areas, whether on board the train or elsewhere, are not reimbursable. Losses due to ordinary wear and tear, perils of the journey, and other acts-of-God are not reimbursable.

# IMPORTANT INFORMATION ABOUT THE TOUR

## FORCE MAJEURE

Except where otherwise expressly stated in these conditions, we will not be liable or pay compensation if our contractual obligations are affected by any event which we or the supplier(s) of the service(s) in question could not, even with all due care, foresee or avoid. These events can include, but are not limited to, war, terrorism, threat of war, civil strife, fire, flood, or any other extreme weather conditions, and its consequences or the threat of such activity, riot, labor difficulties, the act of any government or other national or local authority including industrial dispute, lock closure, natural or nuclear disaster, chemical or biological disaster, adverse weather, sea, air, ice and river conditions, loss of power, epidemics or pandemics, inability to obtain any necessary license or consent and delays caused by subcontractors and all similar events beyond our or the supplier(s) concerned control.

In the case of a Force Majeure which makes it impossible or prevents fulfilling the booking contract at the time of travel or within a reasonable period prior to the travel date, the booking contract may be terminated by either party. Such an event also requires the existence of official announcements by national or international authorities (for example the issuing of travel warnings, declarations of risk or [partial] state of emergency) at the time of travel, within a reasonable timeline prior to the travel date or ceases to exist. In such an event Sjourney will issue a future credit equal to the amount you paid us (less any non-refundable third-party cost if any). Please note that you will not be entitled to a cash refund. Travel agents or resellers who book on behalf of a guest and have not paid us cancellation charges if any, when terminating a booking contract due to Force Majeure, will not be offered a refund in form of a future credit, unless open charges have been balanced in return.

## STOPOVERS & CARRIAGE INTERRUPTION

If you make a break during the carriage other than as permitted, you shall not be entitled to onward carriage or to a refund or any other compensation from us.

## DISABILITIES OR PREGNANCY

Sjourney does not discriminate against persons on the basis of disability. Sjourney is unable to accommodate women past their sixth month of pregnancy. Passengers with mobility impairments must be accompanied by someone who is able to assist passengers, on land and on board the train, and is responsible for providing passengers with all necessary aid and facilities. If any such condition arises after the journey is booked, the passenger is required to advise Sjourney in writing immediately. Sjourney trains are not handicapped accessible. Sjourney and all personnel aboard the train shall have no liability to passengers relating to such condition.

## TRAVEL DOCUMENTS / BOOKING CONFIRMATION

You must be in possession of valid travel documents including a valid booking confirmation before starting your journey or (package) tour or boarding a train, issued by Sjourney or by any third party you booked your journey with and Sjourney has issued valid travel documents to. Travel documents are only valid for the dates, routes and used only with details shown on the travel document(s). Travel documents are not transferable (other than as expressly permitted by any agreement through third parties). Travel documents bearing unauthorized alterations are not valid for travel. Travel documents remain the property of the carrier and if you fail in any material respect to comply with any condition (including but not limited to these conditions) governing its use, your travel document may be withdrawn or invalidated and you are required to pay the full fare. There may be an administration charge for replacing any lost or damaged travel documents. Before commencing your journey ensure you have all received latest and actual travel documents from us or any third party which include your booking confirmation and all relevant up-to-date travel documents such as itineraries, embarkation information, inclusions, exclusions etc. which are available on Sjourney's website and apply at the time of boarding.

# IMPORTANT INFORMATION ABOUT THE TOUR

## MEDICAL CONDITION & DISABILITY

If you or any member of your party has any medical condition or disability which may affect your trip, please provide us with full details before booking confirmation so that Sjourney can advise as to the suitability of any chosen arrangements. Acting reasonably, if we are unable to appropriately accommodate the needs of the person(s) concerned, we will not confirm your booking or if you did not give us full details at the time of booking, we reserve the right to cancel the booking and impose applicable cancellation charges when we become aware of these details. If your fitness to travel may be in doubt as a result of recent illness, surgery, injury, medical treatment or an existing medical condition which may require treatment or assistance on board (including but not limited to additional oxygen, wheelchairs, assistance to use the bathrooms, assistance to get in or out of bed, medication administered via a needle other than well-managed diabetes) you must provide us with an up-to-date certificate from your doctor no later than 5 days prior to departure certifying that you are fit to travel and be accompanied by another passenger who is able to provide you with all the appropriate assistance you may need. We may refuse carriage (and no refund or compensation shall be paid) if you have not provided the applicable certificate and/or are not accompanied by a suitable escorting person.

## PASSPORT & VISA

It is your responsibility to check and fulfil the passport, visa, health (including vaccinations, vaccination certificate requirements and anti-malarial medication) and immigration requirements applicable to your travel itinerary. You must check the requirements for your own specific circumstances with the relevant embassies and/or consulates and your own doctor as applicable. Requirements do change and you must check the up-to-date position in good time before departure. We do not accept any responsibility if you cannot travel or incur any other loss because you have not complied with any passport, visa, immigration requirements or health formalities. You agree to reimburse us on demand in relation to any

fines or other losses which we incur because of your failure to comply with any passport, visa, immigration requirements or health formalities.