



Go Golf Viet Nam

Head office: 25/8 Tran Binh Trong, Hai Chau, Da Nang | **Tel:** (+84) 702 323 343 | **Email:** info@gogolfvietnam.com

GOLF TOUR TERMS & CONDITIONS

Booking, Payment, Cancellation & Refund Policy

Thank you for choosing our professional golf travel services. To ensure a seamless booking experience and lock in the best services, please carefully review our terms and conditions below. These policies are designed to maintain standard commitments with our partner hotels, golf courses, and transport providers.

1. Booking & Flexible Payment Policy

To secure high-demand golf tee times, hotel allotments, and private transportation well in advance, the following payment policy applies. We aim to provide a secure and convenient booking experience while offering flexible payment arrangements for eligible clients.

Standard Payment Policy (First-Time Guests)

- **First Deposit (30% of total package):** Required immediately upon booking confirmation to secure your hotel rooms, golf tee times, and transport arrangements.
- **Remaining Balance (70% of total package):** Due 14 days prior to your arrival via bank transfer. This ensures timely settlement with our hotel, golf course, and local service partners.

Flexible Payment Option (Returning Guests)

As a gesture of appreciation to our returning guests and long-term partners, we offer more flexible payment arrangements for selected bookings.

Payment schedules may be customized based on:

- Previous booking history
- Package value
- Travel dates
- Mutual agreement between both parties

For eligible bookings, part of the remaining balance may be settled upon arrival. We accept bank transfers as well as cash payments in USD, SGD, AUD, EUR, GBP, VND, and other major currencies where applicable.

2. Cancellation & Refund Policy



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You may cancel your travel arrangements with us at any time. All cancellations must be informed and confirmed in writing (via Email or Official Instant Messaging Channels). Cancellation charges are calculated from the date we receive your written advice, based on the total package price as follows:

Cancellation Notice Received	Cancellation Charge (% of Total Tour Price)	Refund Eligibility
More than 45 days prior to arrival	0% (No penalty)	100% of monies paid returned (less bank transaction fees)
31 to 45 days before arrival	10% Charge	90% of total package price returned
21 to 30 days before arrival	30% Charge	70% of total package price returned
15 to 20 days before arrival	50% Charge	50% of total package price returned
8 to 14 days before arrival	80% Charge	20% of total package price returned
Within 7 days prior to arrival / No Show	100% FULL CHARGE	NO REFUND

3. Replacement of Golfer

Should an individual participant be unable to travel, they may nominate a replacement golfer **without any cancellation penalty** from the travel agent, subject to:

- Availability of hotel rooms, transport configurations, and golf booking slot amendments;
- The client agreeing to cover any **actual supplier-imposed name change or amendment fees**;
- Submission of the replacement golfer's full passport and details **at least 7 days before arrival**.

Where a replacement golfer is successfully found and accepted by all third-party suppliers, the withdrawing golfer shall be entitled to a refund of monies paid, less any actual amendment fees and unrecoverable costs incurred.

4. Reduction in Group Size



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The quoted package price is strictly based on the **minimum group size** stated in your official quotation.

If one or more golfers withdraw and are not replaced, the travel agent reserves the right to **revise the package price** for the remaining participants to reflect the increase in shared costs (e.g., transport vehicle split cost, single room supplements, or golf flight setup changes).

Any such fair adjustments shall be communicated to the remaining participants before the final payment invoice is issued.

5. Golf Specific Policies & Weather Conditions (Rain Check)

Golf Course Maintenance: Golf courses occasionally undergo mandatory coring or maintenance. If a course becomes unplayable, we will notify you immediately to reschedule the date or swap to an equivalent golf course.

Inclement Weather (Rain Check & Refund Policy): Golfing during rain or bad weather is subject to each individual golf course's operational rules.

Before the Round Starts: If the golf course officially closes due to severe weather (e.g., lightning, heavy storms, typhoons) before your game begins, we will first attempt to reschedule your round. If rescheduling is not possible due to your travel itinerary, the golf course will issue a **full refund** for that day's golf services, and we will return 100% of that golf portion's cash/money back to you.

During Play: If the course closes or you are forced to stop by the marshal during play, the golf course may issue a "Rain Check" voucher based on the number of holes completed. Please note that golf courses in Vietnam **rarely issue cash refunds** for partial rounds already started.

Important: If the golf course remains open but a player decides to cancel or abort the round due to personal reasons/light rain, a **100% cancellation fee** applies.

6. Flight Logistics & Responsibility



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All participants must provide accurate flight details (Flight numbers and arrival/departure times) **at least 14 days before arrival**.

Please note: The travel agent **cannot be held responsible** for missed tee times, shortened rounds, or missed hotel check-ins resulting from client flight delays, changes, or cancellations. Any additional transport or rescheduling fees caused by flight disruptions will be borne by the client.

7. Passports, Visas & Damage to Property

Passports & Visas: Each participant is individually responsible for ensuring their passport is valid for **at least 6 months** from the date of entry and for obtaining any necessary entry visas. The travel agent is **not liable** for any trip disruptions or cancellations due to immigration refusal at the airport, and standard cancellation fees will apply.

Damage to Property: Participants shall be **personally and fully liable** for any damage caused to third-party properties during the tour, including but not limited to hotel rooms, rental golf clubs, or golf carts (buggies).

8. Force Majeure

In the event of flight cancellations, natural disasters, typhoons, epidemics, government travel restrictions, sudden golf course closures, or other circumstances completely beyond the reasonable control of either party, the travel agent shall use maximum reasonable efforts to obtain refunds, credits, or rescheduling arrangements from hotels, golf courses, and transport providers.

Any refunds or credits successfully recovered from suppliers shall be passed on directly to the client after the deduction of actual unrecoverable operational costs and supplier-imposed transaction penalties.

9. Travel Insurance

All participants are **strongly encouraged and expected** to purchase comprehensive international travel insurance prior to departure. The policy should cover trip cancellation, medical expenses, personal accidents, baggage/golf club damage or loss, and general travel disruptions. The travel agent cannot be held liable for personal losses that fall under standard insurance coverage.



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Go Golf Viet Nam – We look forward to delivering an exceptional golf travel experience for you.