



Global Heritage Fund

Angkor and Banteay Chhmar: The Monuments and Majesty of The Khmer Empire

Guided by John Sanday, OBE FSA
Regional Director for GHF Asia & Pacific
Organised by Destination Asia

Cambodia, 11-18 November 2012



Angkor and Banteay Chhmar: The Monuments and Majesty of the Khmer Empire

November 11, 2012:

Arrival in Phnom Penh

Arrival in Phnom Penh: BA, Quantas and Thai all provide service to Phnom Penh via Bangkok

Transfer to Raffles Hotel Le Royal, where the group will be joined by John Sanday, Global Heritage Fund's Regional Director for the Asia and Pacific region who will be our guide during our visit to Cambodia.

John Sanday, OBE FSA is a British architect who has spent the last 36 years living and working in Nepal. As one of the leading architectural conservators in Asia, he has traveled and worked all over the sub-continent on a wide assortment of historic buildings: monasteries in the high Himalaya, Palaces in India, and since 1989 in the monuments of Angkor, Cambodia. In recognition of his contribution to developing training programs and conserving many significant Asian historic buildings and sites, John was elected a fellow of the illustrious society of Antiquaries and was awarded by Her Majesty Queen Elizabeth II the order of the British Empire (OBE) for his contribution to architectural conservation and training, especially in Cambodia and Nepal.

Late afternoon, enjoy a **sunset boat cruise** along Mekong River, providing a picturesque view of the Royal Palace, the National Museum, and bustling riverfront of Phnom Penh.

Dinner: Restaurant Le Royal at the Raffles Hotel



November 12, 2012:

Phnom Penh

Breakfast is provided in the Café Monivong

Visit to the National Museum

The morning begins with a visit to the National Museum; The museum houses one of the world's largest collections of Khmer Art, including sculptural, ceramics, bronzes, and ethnographic objects. The Museum's collection includes over 14,000 items, from prehistoric times to periods before, during, and after the Khmer Empire, which at its height stretched from Thailand, across present-day Cambodia, to southern Vietnam.

Return to the Hotel for Lunch

Visit to the Royal Palace

The Royal Palace in Phnom Penh was constructed over a century ago to serve as the residence of the King of Cambodia, his family and foreign dignitaries, as a venue for the performance of court ceremony and ritual and as a symbol of the Kingdom. It serves to this day as the official residence of HRH King Norodom Sihamoni and the former King Norodom Sihanouk. Among the highlights of this working royal palace are the Throne Hall as well as a cast iron pavilion donated by Napoleon III.

Visit to the Silver Pagoda

The Silver Pagoda's proper name is Wat Preah Keo Morokat, which means 'The Temple of the Emerald Buddha,' but has received the common moniker 'Silver Pagoda' after the solid silver floor tiles that adorn the temple building. The pagoda compound as a whole contains several structures and gardens, the primary building being the temple Wat Preah Keo Morokat and other structures including a library, various stupas, shrines, monuments, minor buildings and the 19th century mural galleries of the Reamker, better known as the Hindu epic the Ramayana.

Optional visit to the Toul Sleng Genocide Museum:

Formerly a high school, the complex known as Toul Sleng, was converted into a prison, interrogation and torture facility by the Khmer Rouge in 1975. Known simply as S-21, from 1975-1979 the prison processed and sent to execution over 17,000 people. Left largely in the condition it was found in 1979, the Tuol Sleng compound now serves as a museum, a memorial and a testament to the horrors of the Khmer Rouge regime.

Dinner: Malis Restaurant



November 13, 2012:

Flight from Phnom Penh to Siem Reap

Breakfast is provided in the Café Monivong

Transfer to airport for your flight to Siem Reap by K6 103/1000-1045 (will be booked by DA).

Upon arrival, transfer to Raffles Grand Hotel D'Angkor, where the group will be able to freshen up and gather for our afternoon site visit.

Angkor

“The tale of it is incredible, the wonder which is Angkor is unmatched in Asia”

In Siem Reap the group will be greeted by John Sanday's old friend and renowned expert on Angkor Sokhon Yeang, “Mr. Khon”, who will be our official guide during our visit to Angkor. The visit begins in the afternoon with a guided tour of the temple complexes of Ta Som, Neak Pean, and Preah Khan.

Ta Som

Among the smallest temples of Angkor, Ta Som was built at the end of the 12th century for King Jayavarman VII. The King dedicated the temple to his father Dharanindravarman II who was King of the Khmer Empire from 1150 to 1160. The temple consists of a single shrine located on one level and surrounded by an enclosure of laterite walls. Like the nearby Preah Khan and Ta Prohm, the temple was left largely unrestored, with numerous trees and other vegetation growing among the ruins. This

temple was where John while working with the World Monuments Fund established a conservation programme, which was entirely managed by the team he had trained in nearby Preah Khan. Some of that original team are now working with the GHF team in Banteay Chhmar.

Neak Pean

One of the most unique and beautiful designs of all Khmer architecture, Neak Pean or the “Coiled Serpents” is a small temple which served as a ritual bathing place for pilgrims. Seemingly rising from a lotus which is floating on a pond and guarded by giant serpents, its design, layout and decoration is rich in symbolism recalling Buddhist mythology.

Preah Khan

Built in the 12th century for King Jayavarman VII, Preah Khan, the “Sacred Sword”, was among Angkor's most active and complex religious sites populated by almost 100,000 officials, dancers, teachers and servants. The temple's sacred plan with its successive rectangular galleries around a Buddhist sanctuary orbited by a series of Hindu satellite temples contains a spectacular array of Khmer sculpture and unique architectural forms. John will relate how in Preah Khan the concept of conserving rather than rebuilding and restoring temples was demonstrated in Angkor. Preah Khan was principally a training center in conservation technology and provided the foundation on which the Banteay Chhmar Project was built.



November 14, 2012:

Siem Reap

Breakfast: Grand Hotel D'Angkor, Café D'Angkor

This morning includes a visit to Angkor Thom via the magnificent South Gate, Bayon, Baphuon, Terrace of Leper King and Elephants Terrace.

Angkor Thom

The last and most enduring capital city of the Khmer Empire, Angkor Thom or the "Great City", was established in the late twelfth century by King Jayavarman VII. It covers an area of 9 km², within which are located several of Angkor's greatest monuments from earlier eras as well as those established by Jayavarman and his successors. At the centre of the city is Jayavarman's state temple, the great Bayon, with the other major sites clustered around the Victory Square immediately to the north.

Bayon

Built in the late 12th century or early 13th century as the official state temple of the King Jayavarman VII, the Bayon stands at the centre of Angkor Thom. The Bayon's most distinctive feature is the multitude of serene and massive stone faces on the many towers, which jut out from the upper terrace and cluster around its central peak. The temple is known also for two impressive sets of bas-reliefs, which present an unusual combination of mythological, historical and everyday scenes. As John will explain, of all the temples in Angkor, the Bayon is the one most closely associated with Banteay Chhmar.

Baphuon

Although the massive size and grandeur that was once the Baphuon or the famous "Tower of Bronze", is hard to imagine today, successive restoration efforts including one completed in 2011, enable visitors to have a better

sense of the temples significance including its marvellous vignette base-reliefs.

Terrace of the Leper King

Faced with dramatic base-reliefs, the Terrace of the Leper King is so called after the naked statue of the Hindu god Yama, the god of death, a fifteenth century creation which when discovered at the site was discolored and covered with moss resembling leprosy.

Terrace of the Elephants

With three main platforms, which are believed to have held three wooden pavilions, the Terrace of the Elephants is best known for its near life-size depictions in stone of elephants and their riders. Engaged in a hunt, the elephants are seen to use their trunks to fight against tigers which furiously claw at them.

Lunch at Angkor Café D'Angkor restaurant

This afternoon, visit Angkor Wat temple until sunset

Angkor Wat

The largest Hindu temple complex in the world, Angkor Wat was built by King Suryavarman II in the early 12th century as his state temple and capital city. As the best-preserved temple at Angkor, it is the only one to have remained a significant religious centre since its foundation – first Hindu, dedicated to the god Vishnu, then Buddhist. The temple is at the top of the high classical style of Khmer architecture. It has become a symbol of Cambodia, appearing on its national flag, and it is the country's prime attraction for visitors.

Dinner at Abacus restaurant with one hour free flow drinks

November 15, 2012:

Overland Siem Reap to Banteay Chhmar

Breakfast: Café D'Angkor

This morning, take an overland transfer to Banteay Chhmar

Lunch: Lunch will be served at the GHF House in Banteay Chhmar. We will be served a typical Khmer lunch of local vegetables from the market and fish home cooked by Sun, who has been John's cook since 1992.

Banteay Chhmar

This afternoon, the group will visit the Banteay Chhmar temple. John Sanday, Regional Director of the Global Heritage Fund Asia and Pacific will lead the tour and will explain the interesting history of Banteay Chhmar and its relationship to Angkor. He will give insight into the GHF project at the site, including the moving, repairing and conserving of the massive stone blocks and the principles and philosophy of conserving and presenting such a site the size of Banteay Chhmar, covering an area of over 2sqkm, the total site occupying 10sqkm. He and his team will demonstrate many of the innovative techniques being used at the site, including the development of a means of recording the structures using a 3D digital scanning program, which is currently under research.

Dinner: The Dinner will be a banquet under the stars, which will be prepared by Sun and her team. It will be under the stars, following a musical performance with drinks at the temple site,

Accommodation**

The accommodation available in Banteay Chhmar will be in simple local houses involved in the homestay programme. The rooms are spartan, clean, and there are newly installed showers and toilet facilities. The program is hosted by the local Community Based Tourism Project (CBT) which is an important aspect of the GHF's work at Banteay Chhmar.

November 16, 2012:

Overland Banteay Chhmar to Siem Reap

Breakfast: Served at the GHF House by Sun.

Early morning, visit to Banteay Chhmar.

Visit to the Community Based Tourism Programme and the Silk Weaving Center

The Silk Center began as a collaboration of two NGOs – Enfants du Mekong and Espoir en Soie. Soeries du Mekong has been training young Cambodian women in the art of silk weaving since 2001. Today, about a hundred people are actively contributing to the creation of Soeries du Mékong's collections: weavers, seamstresses, embroiderers, and dyers. All creations are entirely handcrafted and reflect the talents of the local Khmer women.

Lunch: Served at the GHF House by Sun.

This afternoon, take the overland drive back to Siem Reap. Upon arrival in Siem Reap, direct to hotel.

Dinner at Grand Hotel D'Angkor's Restaurant Le Grand

November 17, 2012:

Siem Reap

Breakfast: Café D'Angkor

This morning, you will drive to visit Beng Mealea.

Beng Mealea

The "Lotus Pond" Temple from the early 11th Century built by Suryavarman II was built as a Hindu temple, but there are some carvings depicting Buddhist motifs as well. Its primary material is sandstone and it is largely unrestored, with trees and thick brush thriving amidst its towers and courtyards and many of its stones lying in great heaps. Beng Mealea was said to have been built as a proto-type for Angkor Wat and many features can easily be recognized.

Lunch at local restaurant

This afternoon, on the way back to you will visit Banteay Srey and Banteay Samre

Banteay Srei

Banteay Srei is a 10th century Cambodian temple dedicated to the Hindu god Shiva. It is built largely of red sandstone, a medium that lends itself to the elaborate decorative bas-reliefs and sculpture. The buildings themselves are miniature in scale, unusually so when measured by the standards of Angkorian construction. The quality of the stone carvings are exceptional – a factor which has made the temple extremely popular with tourists, and has led to its being widely praised as a “precious gem”, or the “jewel of Khmer art.”

Banteay Samre

Banteay Samre is on the road back to Angkor and is located east of the East Baray. Built under Suryavarman II and Yasovarman II in the early 12th century, it is a Hindu temple in the Angkor Wat style and one of the most complete temple complexes as it was reconstructed by the EFEO Ecole Francaise de l'Extreme Oriente using anastylosis. It also has a paved moat, a unique feature among Angkor's temples.

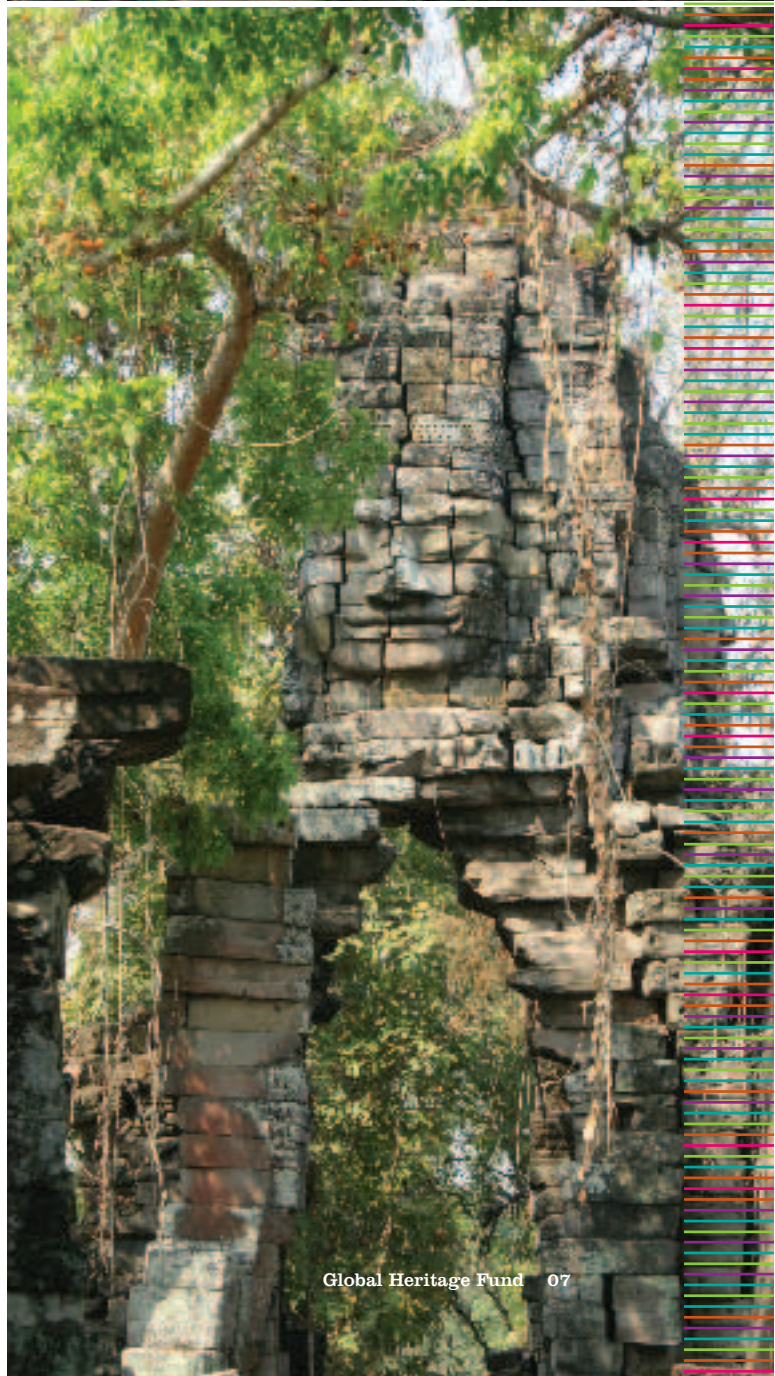
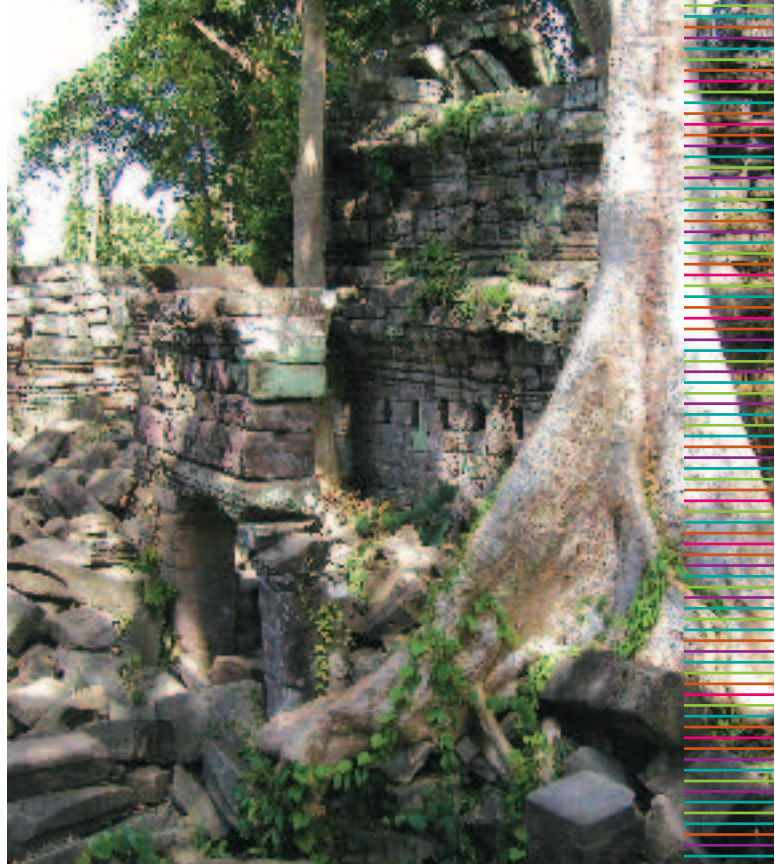
November 18, 2012:

Siem Reap Departure

Breakfast: Café D'Angkor

Free at leisure until transfer to airport for your departure flight to another destination

End of Tour



Angkor and Banteay Chhmar: Tour Costs

Cambodia land tour cost nett per person in us dollars in twin shared:

8 Days / 7 Nights Phnom Penh & Siem Reap	Price	SGL-Supp
ACCOMMODATION AT: Included Domestic Airfare PNH-REP PNH: Raffles Hotel Le Royal (Landmark Room) REP: Raffles Grand Hotel d' Angkor (Landmark Room)	\$3,350.00 USD £2,130.00 GBP Per Person	USD \$890.00 £561.00 GBP Per Person
SUPPLEMENTARY FLIGHT TICKET PRICE Siem Reap to Phnom Penh (K6, Economy class, one-way)	\$110.00 USD (£69.38 GBP) Per Person Ticket (no FOC apply) (subject to change)	
SUPPLEMENTARY FLIGHT TICKET PRICE Siem Reap to Bangkok (PG, Economy class, one-way)	\$240.00 USD (£151.60 GBP) Per Person Ticket (no FOC apply) (subject to change)	
SUPPLEMENTARY FLIGHT TICKET PRICE Phnom Penh to Bangkok (PG, Economy class, one-way)	\$195.00 USD (£123.20 GBP) Per Person Ticket (no FOC apply) (subject to change)	

*Notes:

- An unrestricted donation of £500 OR \$765 is included in the ticket price to support GHF UK's activities including further fundraising efforts for Banteay Chmar.
- Airline Ticket prices are based on current rates and are subject to change without prior notice
- GBP conversions are estimates only
- Accommodation and flights are subject to availability – to be confirmed
- 2 x FOC for Tour Manager for groups with 8 pax, 10pax or more full paying pax, with the exception of the flight tickets – full price will be charged for the flight tickets for every one including staffs or tour leaders.

Cambodia Tour Price Includes:

- 2nights accommodation at hotel as per above list in Phnom Penh
- 4nights accommodation at hotel as per above list in Siem Reap
- Meals as mentioned in the itinerary
- Passes to all temple complexes mentioned in the itinerary
- All transfers and full tour program as stated
- Local English Speaking guide
- 2 Tour Leader FOC in 02 Single Rooms based on 8pax up
- Private air-conditioned Vehicles
- Private overland transfers mentioned in the itinerary
- One-way domestic flight from Phnom Penh to Siem Reap with domestic tax
- Bottles of water and cold towel in vehicle during sightseeing.

Cambodia Tour Price Excludes:

- International airfare to/from Cambodia
- Cambodia Visa fee (currently cash US\$ 20 with one photo passport size on arrival)
- Accommodation (homestay) and meals in Banteay Chhmar
- All lunches and dinners other than those directly stated in the itinerary
- Drinks during meals not mentioned in the itinerary
- Tip to guides / drivers / Waiters/Waitresses / Local Assistants
- Personal items

Angkor and Banteay Chhmar: Booking Form

Contact Details:

First Name and Initials:				Mr/Mrs/Miss/Ms
Surname:				
Nationality:		Country of Birth:		
Date of Birth:		Passport Number:		
Passport Expiry:		Passport Place of Issue:		
Telephone:		Email:		

Payment Details:

Deposit (50 % of total cost per person):		£1,065.00 (+ supplement, if appropriate)
Total Enclosed:		

Payment Options (Please tick the appropriate box)

GIFT AID DECLARATION: Please treat £500 of the total cost of my tour payment as a Gift Aid donation to the Global Heritage Fund UK

I confirm I have paid or will pay an amount of Income Tax and/or Capital Gains Tax for the current tax year (6 April to 5 April) that is at least equal to the amount of tax that all the charities and CASCs that I donate to will reclaim on my gifts for the current tax year. I understand that other taxes such as VAT and Council Tax do not qualify. I understand the charity will reclaim 25p of tax on every £1 that I have given.

Donor initial and surname

Wire Transfer
(Tick to request bank details and provide email address or telephone number so that we may send transfer details)

Cheque
(All cheques should be made payable to Global Heritage Fund UK and marked account payee only)

On behalf of the persons included in this form I am authorised to make bookings and have read and agreed to the booking conditions.

Signed: Date:

Please send cheques care of Brian Curran 5 John Street London WC1N 2ES. For questions or comments bcurran@globalheritagefund.org or +44 (0)7876 481847.

Travel Insurance Please provide details of your travel insurance for our files

Name of Insurer:		Policy Number:	
Emergency contact details (i.e. emergency telephone number of your insurer):			

Note: Please ensure that your policy covers accident, emergency repatriation or medi-vac and also cancellation of trip

Home Address:			
Emergency Contact Name:		Telephone Number:	
Address:			

Special Requests and Medical Conditions / Disabilities (If none applicable, please state)

Please list any dietary requirements or food allergies:			
Please list any current medical conditions that the camps and lodges need to be aware of that may affect your holiday or has any special requirements:			
Other special requests e.g. specific rooming requirements:			

General Conditions:

Destination Asia: Tour Operator

Commitment

Our commitment is the delivery of creative, safe and high quality services and customer experiences through a network of eleven employee-owned and operated destination service providers in the region. With a focus on customer safety, quality control and service delivery, assuring your customers the comfort of reliable standards across the eleven countries we operate in, within a clearly defined set of socially responsible values.

Confirmations

- Confirmations within allotments are acknowledged by return. Services and bookings without allotment will be handled on a request and confirm basis, subject to availability, with reservation status changes communicated immediately;
- Provision of comprehensive details, such as names, arrival and departure flights and timings, number of adults, children (with ages) and infants, with dietary or other special requirements. We will ensure we respond to your request efficiently;
- Acknowledgements and confirmations will be sent to you by e-mail within 24 hours, whenever possible;
- In the event we are unable to confirm your request, we will provide an alternative, wherever possible, for your consideration and acceptance;
- Confirmations could take longer than 24 hours for extensive, custom-made or complex multi-city or multi-country itineraries, and for groups where rates and services can benefit from specific negotiation;
- Destination Asia reserves the right to levy a mutually agreed handling fee for reservations and or provision, or services and managing logistics of service delivery, outside the scope of those contractually agreed and required, or requested by the customer.

Vouchers/exchange orders

Please issue one (1) voucher, addressed to Destination Asia for all services provided by us, clearly listing all confirmed services at the destination(s).

RATES

Confidential contract rates

Confidential rates are based on market research, competition analysis, strategic negotiation and in-depth information for each specific season in each destination. All rates quoted in the tariff are nett and non-commissionable, and under the condition that they cannot be displayed in any way to third parties. Rates are quoted in the specifically mentioned currency only.

Minimum selling rates

Accommodation establishments and/or suppliers in the region may require Destination Asia to adhere to a Minimum Selling Rate, or Minimum Selling Price (MSR or MSP) guidelines, which will be communicated to you for implementation.

Handling fees

If required to book accommodation under your direct contract agreements, we will charge a pre-agreed handling fee, either per person or per booking. The company will manage the bookings on your behalf, based on information provided by you. The handling fee will include processing of the reservations, amendments and/or cancellations, as communicated by you.

Per person rates/per room rates

- All hotel rates in our confidential tariff are per room per night and inclusive of all applicable charges and taxes, unless otherwise specified;
- All tours and transfer rates in our confidential tariff are per person and inclusive of all applicable charges and taxes, unless otherwise specified;
- Specific services from outside our confidential tariff will be offered based on the quotation from the supplier.

Compulsory meals

Please note that most hotels include compulsory special gala dinners on Christmas Day, New Year's Eve and sometimes on national and/or other festive occasions in each country. This is a compulsory charge, regardless

of whether the client wants the dinner or not and will be invoiced by Destination Asia. It is not possible for customers to pay for these meals on the spot.

Taxes

Unless otherwise specified, all quoted rates are inclusive of applicable taxes (including service charges, Value Added Taxes and/or locally charged taxes).

Domestic tourism taxes and/or airport taxes may be applicable and are not included. These need to be paid directly to the relevant authority, by the traveller.

In the event of government imposed tax changes, Destination Asia reserves the right to alter the rates accordingly. Destination Asia reserves the right to collect any differentials from the clients individually, which may arise.

Commission

All quoted rates, unless otherwise specified, are net and non-commissionable.

Cancellations & refund policies

Destination Asia's policy is not to charge cancellation fees, unless pre-defined and agreed. We will assist, whenever possible, to negotiate with suppliers to waive or minimize these charges to you. However, should such cancellation charge(s) be inevitable, Destination Asia will debit these charges from your account.

Exchange rates / Currency

Fluctuation Waivers

All rates quoted in the confidential tariff are in local currencies or in US\$ Dollars, unless otherwise stated. In some cases, the local currency and/or the rate is quoted in accordance with the hotel policy rate. Destination Asia does not guarantee currency conversion rates or any quotation where currency conversion is included. Destination Asia reserves the right to adjust rates in case of fluctuations in exchange rates.

Discounts

Children and infant discounts apply for each destination with detailed explanations on exceptions and variations. Children and infant discounts apply when travelling with at least 2 (two) full paying adults, unless otherwise specified.

Free of charge policies

(Tour leader/ tour director)

Throughout Asia, special conditions for tour leaders / tour directors are different. Destination Asia is committed to assist where possible to provide specific rates and conditions for tour leaders / tour directors. Kindly specify for groups whether a native speaking tour leader / tour director will join with the customers to provide special rates and conditions to tailor-make the right conditions in the proposal.

Inspections / educational tours / contracting trips

Destination Asia supports, wherever possible, travel-related travel connoisseurs with discounted / free-of-charge services around the destinations and/or can negotiate on behalf of the customer to obtain special agreements for travel-related purposes. Any cost related to such trips will be charged on a net basis.

Payment

- Unless prior credit arrangements have been made with Destination Asia, the company requires full pre-payment for all reservations at least 14 days (*) prior to arrival. Failure to do so may result in the cancellation of the reservation(s) by the company. A sample copy of the voucher must be submitted with credit application in the event that credit approval is requested;
- Unless credit has been approved in advance in writing by Destination Asia, an invoice will be forwarded for 20% (twenty per cent) of the total program value 60 (sixty) days prior to arrival. This invoice is a non-refundable deposit and is based on a pro-forma estimated cost, which will be subsequently amended when the group materializes, travels and is ultimately billed;
- Where deposits and advance payments are required from contractors, these will also be invoiced to the client for payment (in addition to the 20% [twenty per cent] of the total program value 60 [sixty] days prior to arrival deposit referred to in the previous paragraph). This will be done before Destination Asia makes those deposits on behalf of the client for the respective movement;
- Payments may be made by telegraphic transfer or bankers' draft, drawn on Destination Asia's bank. Destination Asia shall be entitled to claim for and receive payment of any expenses incurred in claiming any shortfall in payments. All bank charges and fees are to be paid by the sender. Payments by telegraphic transfer for transfer(s) and / or hotel(s) only may attract a US Dollar 20 fee (twenty American Dollars) or equal in the agreed currency;

- A limited amount of Destination Asia countries offer credit card payments from legitimate agents; an additional charge of 5% (five per cent) will be added to the total invoice to cover bank charges in each country (when allowed and where credit card payments can be accepted) in all cases of credit card payment. We do, however, need to emphasize that not all Destination Asia offices can accept credit card payments.
- Non-compliance with these conditions can result in automatic cancellation of services without prior notice.

(*): Pre-payment procedures during high/peak seasons may vary, depending on the accommodation policy to guarantee the booking. Destination Asia will inform you accordingly about this for each individual case.

Payment conditions and account details

Payment procedures for each individual country should be made to each individual country, when booked services are for one country only. Destination Asia will provide specific bank details for each individual country.

Confidentiality

This agreement, its contents and all related documentation sent over to the customer/tour operator are strictly confidential and must not be disclosed to any third parties.

The tour operator commitments:

- The following are our expectations of the tour operator in order to receive these special contracted rates from Destination Asia:
- These special contracted rates are offered based on the ability of the tour operator to drive / travel to Destination Asia;
- To protect this confidentiality, Destination Asia will not disclose the rates to its customers and will invoice the tour operator directly;
- Rates are confidential and cannot be promoted or sold on the Internet or otherwise (including third party websites) unless “packaged” with other elements.

TRAVEL REQUIREMENTS

Passport

Information about passport requirements, when making travel inquiries with Destination Asia, is strongly advisable. For all travel from and to the country/countries Destination Asia is serving its customers, a valid passport is required at all times. Conditions for specific validity of passports and regulations for other valid travel documentation can be obtained from each respective embassy and/or consulate of the customer. For most countries, passports need to be valid for at least six months from the date of entry at a border post/airport/seaport.

Visa

In addition to passport requirements, a multitude of countries require additional visa requirements; visa(s) for certain countries can either be obtained in the country of residence or at the border immigration bureau of the country(s) to be visited, where Destination Asia is operational. Full details about the specific visa conditions and requirements to obtain a visa(s) for each specific country can be obtained from Destination Asia and/or from each respective embassy and/or consulate of the customer.

Travel insurance

We strongly recommend that you obtain a comprehensive travel insurance policy while travelling. Neither Destination Asia nor its agents/suppliers or business partners shall/ and can be held responsible for any loss, or damaged or stolen personal belongings.

Health and Safety

Destination Asia complies with all industry required health and safety guidelines, in the selection of product and provision of services. All our customers are required at all times to follow the safety regulations for any service provided e.g. wearing seat belts during transfers and wearing life vests for any boat/sailing tour. We check hotels / restaurants and other suppliers of food and drink and ascertain that they have the appropriate safety licenses in place. Destination Asia cannot be held responsible in any way for any kind of food and/or beverage consumed, which has not been recommended by Destination Asia.

SERVICES

Hotels - Accommodation in and around Asia

- There are practically no hotels/resorts, with standard triple rooms in their inventory. These are commonly double/twin rooms with an extra (rollaway) bed, limiting space within the room. Please inform all concerned accordingly to correctly manage expectations. Extra bed rates / triple sharing room rates are available in the confidential tariff;
- Single room supplements are indicated in the confidential tariff. It is common that the provided rooms are twin/double rooms for single use only;
- Preferences such as smoking/non-smoking, king-size beds, and location of the room cannot be guaranteed or confirmed in advance and are subject to hotel policy and availability at time of check-in.

Rating

Although hotels/guest houses/accommodation in the region may provide you with information about their qualification, the properties used and offered by Destination Asia in this part of the world may not all have official star qualification issued by an official government-accredited hotel association in the country of operation. Destination Asia provides you with its own internal star qualification which is based on its own experience and certain criteria to ensure you have an interpretation of the qualification. Destination Asia cannot be held liable in any way for this star qualification, which may result -in complaints.

Tours

Unless otherwise specified, all tours and transfers are operated under the following conditions:

- All tours operated includes fully-insured, in good working order transport with English speaking assistance;
- Assistance requirements for languages other than English are subject to availability and require an additional charge;
- Tours include entrance fees, meals (where mentioned) excluding any drinks, guide fees and other expenses, specifically mentioned in the tour programme;
- Destination Asia is committed to offer quality optional excursions with on-par rates; when booked with the company, the customer accepts any additional service, which may include shopping.

Transfers

Unless otherwise stated, Destination Asia will provide for each destination according to the rates provided in our confidential tariff:

- Meet and greet services with name sign and/or with specific company logo;
- Assistance with arrival and departure procedures at airports, stations, ports, hotels and/or any other venue;
- Transportation according to the booked itinerary;
- Reconfirmation of onward travel reservations;

Transportation

Committed to nothing but the best, Destination Asia uses only the best available transportation in each destination. Where possible, Destination Asia uses coaches and cars, contracted on a long-term basis.

- Transportation (road or water transport) are operated by fully-licensed drivers / operators, in accordance with general safety standards. Vehicles are maintained strictly in accordance with manufacturers' specifications and kept clean and in good working order;
- Transportation will be in coach / mini coach / mini -van or car with English speaking assistance and qualified, licensed driver except for transfer services where Destination Asia states "driver only"; A language escort for the entire tour / transfer can be requested for a supplementary cost;
- Vehicles are licensed and comprehensively insured and equipped with seat belts for all passengers to comply with all local road traffic regulations.
- Water transport will be of a similar good quality and life jackets will be provided for all clients.

Destination Asia kindly makes the client aware that standards of transportation in each destination it operates in are different, yet we are committed to the best available means of transportation in that specific area of operation.

Wholesale facilities

Destination Asia provides custom-made quotations and offers, hospitality desks, uniformed staff, gifts, convention and incentive on-spot requirements, specific communication requirements, office space and more for designated travel managers. All these services are provided at a fee. Contact us directly for more information and specific quotations.

Insurance

Destination Asia Insurance coverage

Should there be an unfortunate incident and / or accident, all our travellers are insured per single incident. Our insurance policy is a group accident insurance policy for travel related companies. The policy is in line with the current demands from the various international tour operators.

Guides and representation in each destination

Without doubt, our guides are true ambassadors of Destination Asia. We provide a multi-lingual team of professional guides. All our guides are licensed and registered with the relevant authorities and undergo extensive training, prior to leading tours.

Corporate Social Responsibility

Destination Asia strongly believes in creating a sustainable and responsible business platform and is committed to “giving back” to the communities in which we reside. Since the first Destination Asia office was opened in Thailand in 1996 we have sponsored disadvantaged children to attend school and university, collected equipment and supplies for orphanages on an annual basis and been actively involved in other aid intervention programs. Today our efforts have expanded and we proudly support various projects across the region. Please check out our website for more information on “sharing and caring for local communities”.

Complaints and Irregularities

Destination Asia considers complaints as valuable feedback to improve service delivery levels. We request that service delivery failures or customer concerns, be reported during the customer’s stay, to one of our representatives. It is the aim of the company to solve any irregularity on the spot. The company reserves the right to refuse to take action on perceived irregularities submitted to the company 14 days after the customer returns back home.

Licenses and Permits

All Destination Asia offices, subcontracted suppliers and other service providers used comply with license and permit requirements, based on the relevant regulations of each country that Destination Asia operates in.

Force Majeure

During the term of this agreement, neither party shall be in default of its obligations to the extent that its performance is delayed or prevented by causes beyond its reasonable control, including but not limited to, acts of God, natural disasters, bankruptcy of a vendor, strikes and other labor disturbances, acts of war, or civil disturbances, or other equivalent or comparable events.

Indemnity

The client agrees to indemnify and to save Destination Asia from harm and against all damage or injury (including death) to property or person(s) resulting from intentional or negligent acts or omissions from their respective officers, employees, agents, contractor or subcontractor in connection with the performance of this agreement.

Legal Note

This agreement is governed by and construed in accordance with the laws of Thailand (and/or applicable in relation to the country it is legally represented) for the time being in force and the parties agree to submit any dispute arising between the parties under this agreement to arbitration in accordance with the Arbitration Rules of the respectable Arbitration Institute, Office of the Judiciary applicable at the time of submission of the dispute to arbitration and the conduct of the arbitration thereof shall be under the auspices of the specific Arbitration Institute accordingly.

Liability

Destination Asia accepts no responsibility and shall not be liable for any injury, illness, loss, accident, expenses, delay or other irregularity resulting from the client’s participation in any of its services provided (tours, transfers and touring programs). Destination Asia acts as an intermediary between all airlines, hotels, local tourist offices and other service providers. Therefore Destination Asia preserves the right to modify tours and itineraries with or without notice. Destination Asia package tours are organized in conjunction with the respective airline(s) scheduled flights, itineraries and timetables are provisional and subject to change without notice. Acknowledgement and confirmation of the above-mentioned conditions is active, once clients participate in one of the provided services via Destination Asia. The itinerary of the excursion, package and/or tour cannot be altered or changed without prior permission from Destination Asia. We cannot be held liable if you amend the excursion and its content in your brochures or give wrong descriptions to clients that are travelling.





Global Heritage Fund

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