

Term & Condition

BOOKINGS

SR Angkor Travel is best services provider within best quality of tour about delivering excellent travel experiences to the clients of our agents/partners. As such, booking requests are handled directly by each of our team—and may be supported by our local communities.

PAYMENT

- Payment is due on the date specified as "due date" on our invoice.
- Due date will not be earlier than 15 days before arrival of clients, except in case of deposits as described below.
- Invoice amount is net; all bank fees are the responsibility of the client.
- SR Angkor Travel reserves the right to cancel any arrangements without notification if payments have not been received by the due date.

DEPOSITS

Deposits may be needed to secure certain reservations, such as for flights, transfers or hotel allotments. Deposits, if any, will be communicated in advance, and typically invoiced separately.

CANCELLATION AND NO SHOW POLICY

We realize that the majority of those who cancel their reservations do so out of necessity. Our lenient cancellation policy takes this into account. In case of cancellation, fees will be charged as follows:

- 22+ days before arrival date - no cancellation fee
- 21 to 15 days before arrival date - 10% of tour price
- 14 to 7 days before arrival date - 20% of tour price
- 6 to 1 days before arrival date - 50% of tour price
- No show - 100% of tour price

Please note that the above charges are excluding any non-refundable deposits. SR Angkor Travel endeavors to disclose such non-refundable deposits upon confirmation, but cannot be held responsible for such fees charged by third parties. SR Angkor Travel reserves the right to give no refund in case of cancellation of the remaining program, in full or part, by the travelers after they started the tour.

TRAVELERS' RESPONSIBILITY

Travelers are responsible for having proper travel documents, such as a valid passport with enough pages, the proper visas and the necessary passport pictures. SR Angkor Travel advises travelers to have proper and adequate travel insurance for the duration of their trip.

FORCE MAJEURE

SR Angkor Travel defines Force Majeure as: "Any circumstances beyond the reasonable control of a party which prevent or impede the due performance of our services, including but not limited to war or hostilities; riot or civil commotion; epidemic; earthquake, flood or other natural disasters." The traveler and his agent warrant that SR Angkor Travel and its subsidiaries shall not be responsible and/or liable for costs or missed opportunities due to changes and/or cancellations in the program, or part(s) thereof due to Force Majeure.

LIABILITY

SR Angkor Travel shall do its utmost to provide services to the best of its ability and work towards full satisfaction of the client. SR Angkor Travel acts solely as an intermediary between the traveler, his travel agent or tour operator, and local airlines, hotels, restaurants, boat companies and ground transportation companies. SR Angkor Travel is therefore not responsible for any loss, injury or damage sustained by the traveler, including those occurring outside the tour programs. We shall in no event be liable to the traveler or his travel agent, by reason of breach of services or unsatisfactory services provided to the traveler by third parties or by way of indemnity or in tort or otherwise, for any loss, injury, damage, delay, change in schedule or other adverse events which are beyond the control of SR Angkor Travel and/or sustained by an act or default of any person or company providing the services to the traveler.

AMENDMENTS

SR Angkor Travel Co., LTD reserves the right to amend these terms and conditions at any time and from time to time without any prior notice. Kindly be advised to check at our website for the latest Terms and Conditions.