



Hado Travel Ltd. Company

- Address: 272/34B Ngo Gia Tu, Phuong 04, Quan 10, Ho Chi Minh City 700000
- Whatsapp: +60 11-1339 0275
- Phone: +84902390099
- Email: hado.travel@outlook.com

Terms and Conditions

Deposit Policy:

- Deposit is non-refundable upon confirmation
- <14 days/No-show: Non-refundable

Airport Charter:

The standard waiting time is **90 minutes** from the actual landing time of your flight, based on real-time flight tracking.

If your flight is delayed, don't worry — the waiting time will adjust accordingly.

Any overtime beyond the 90-minute waiting period will be charged in one-hour blocks.

Day Trip

Standard Day Trip Duration

Each standard day trip includes up to 10 hours/300km, calculated from pickup to drop-off.

The quoted price includes all costs: tolls, parking fees, fuel, and the driver's service fee — **no hidden charges**.

Overtime and Distance Policy for Day Trips

We want you to enjoy your trip at a comfortable pace. However, please note the following:

- An overtime charge of:
 - **¥6,000** for 6- and 9-seater vehicles
 - **¥8,000** for 13-seater vehicles
 - **¥10,000** for vehicles with 13 seats and abovewill be applied per hour block.



Hado Travel
One Stop Japan Specialist



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- If the total travel distance exceeds 300 km, an additional distance surcharge will apply:
 - **¥6,000** for 6- and 9-seater vehicles
 - **¥8,000** for 13-seater vehicles
 - **¥10,000** for vehicles with 13 seats and above

Please note that traffic delays are beyond our control. To help you stay on schedule and avoid additional charges, we recommend discussing your preferred itinerary with us or directly with your driver. We are happy to assist in planning a smooth journey.

This price is specially provided for the trip on the date you shared and should not be used as a reference for future trips.

Cruise Excursion Cancellation Policy (Force Majeure)

Ship Non-Docking Events

In the event the cruise vessel is unable to dock or tender passengers at the scheduled port due to weather, safety, mechanical failure, or other circumstances beyond the Client's control, the following shall apply:

Payment Terms:

- **Deposit (20% of total fare):** Non-refundable. This secures vehicle/guide allocation, port standby arrangements, and administrative costs incurred by the Operator.
- **Balance Payment:** Waived in full. No additional payment shall be required from the Client, regardless of the proximity to the excursion date or standard cancellation policy terms.