

INSPIRING  
VACATIONS

11 Day Vibrant  
Vietnam



[www.inspiringvacations.com](http://www.inspiringvacations.com)

# 12 Day Vibrant Vietnam

FROM

**\$1,399**<sup>NZD</sup>

PER PERSON, TWIN SHARE

Vietnam is full of unforgettable experiences. You'll visit the energetic metropolis of Hanoi and sail across the breathtakingly beautiful Halong Bay. You'll walk through an ancient port town that becomes magically alight with hundreds of lanterns and the setting sun.

[Book Now](#)

## TOUR ITINERARY



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## TOUR ITINERARY

### DAY 1

Destination	Hanoi
Meals included	
Hotel	4 ★ May De Ville Old Quarter Hotel, or similar

*Chao mung!* Or welcome, to Vietnam and it's beautiful ancient capital, Hanoi. Take some time to relax and depending on your arrival time, enjoy the afternoon or evening at leisure before your full day of sightseeing tomorrow.

*Check in:* Passengers will be arriving at various times throughout the day from as early as 6am through to late evening. If arriving prior to standard check-in time, which is generally 3pm local time, you are welcome to leave your luggage with hotel reception and explore your surroundings until check-in becomes available, as there are generally no scheduled activities on Day 1 of the itinerary. The hotel may grant early check-in, however this is strictly subject to availability and at the hotels discretion.

### DAY 2

Destination	Hanoi
Meals included	Breakfast
Hotel	4 ★ May De Ville Old Quarter Hotel, or similar

A full city tour of Hanoi awaits you today. This morning's sightseeing begins with a visit to Van Mieu, otherwise known as The Temple of Literature. The Confucian temple dates back to 1070, and features astoundingly well-preserved traditional Vietnamese architecture. Note the peaceful series of walled courtyards and graceful gateways. After this we will visit the infamous Hoa Lo Prison, built by French colonists to house Vietnamese political prisoners. During the Vietnam War, it was used by North Vietnam, and dubbed the 'Hanoi Hilton' by American prisoners of war. Today, only part of the prison still exists, which has been converted into a museum.

At noon we will visit Ho Chi Minh Mausoleum Complex, which contains a museum and Ho Chi Minh's final resting place. Within the grounds there also lies the simple two-room stilt house where Ho Chi Minh lived from 1958 until his final days in 1969, as well as the miniature One Pillar Pagoda, or Chua Mot Cot, which sits in a lotus pond.

Next, we'll enjoy a walking tour through Hanoi's Old Quarter - the oldest continuously developed area of Vietnam, highlighting more than 1,000 years of history. Explore the network of narrow alleyways known as 'The 36 Streets'. This is a wonderful place to soak up local life, and peruse market items from fabrics to crafts and exotic medicines. Each street was named to reflect the specialised trade of the merchants who had shops there, such as silk traders or jewellers. Take a break at a local coffee shop to experience the popular Hanoi pastime of sipping coffee and watching life go by in the neighbourhood. Following the city tour, the rest of the evening is free to continue exploring on your own.

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### OPTIONAL TOUR - HANOI MARKET & DINNER TOUR

Travellers can explore a bustling local market with a private chef who will guide you around the market, to demystify the local produce, explain the market culture and encourage you to taste some of its most exotic ingredients. After this tour you will return to to enjoy a 3 course traditional Vietnamese dinner, inclusive of one drink. This is a great opportunity to do more than 'just have a meal'. It will be an authentic night to remember.

*Starts: approx: 4.45pm*

*Duration: approx. 2 hours*

*Please note the start and duration times outlined are subject to change based on factors beyond our control such as traffic and weather conditions. Your Tour Guide will confirm operation times with you whilst on-tour and can answer any further questions you may have.*

### DAY 3

Destination	Hanoi 🚗 Haiphong 🚢 Halong Bay
Meals included	Breakfast, Lunch, Dinner
Hotel	Peony Cruise, or similar

This morning we depart for a leisurely drive to Haiphong. Upon arrival at this port city we will board our Halong Bay cruise. Onboard, you'll enjoy a complimentary drink and take a seat in the lounge before a short welcome briefing with fellow guests. Become acquainted with the junk boat's facilities, using the opportunity to ask any questions and getting to know the friendly staff. You'll be shown to your room where you can unpack and enjoy your balcony view before freshening up just in time for lunch. As you indulge in an exquisite, freshly cooked meal, the boat will sets sail for the first attraction of the day – the floating villages of Lan Ha Bay. With a resident local population that's estimated to run into the hundreds, these fishing villages are a unique cultural feature of the region, and represent a traditional sea-based lifestyle that has since died out in many other parts of the world. Interact with the friendly communities whose livelihoods depend on these waters, and learn to fish in their traditional style.

Back onboard the boat enjoy some free time as we drift deeper into Halong Bay, wending our way past the towering limestone islands draped in greenery that dot these beautiful aquamarine waters. This is the perfect time to check out the panoramic sundeck, or relax in your room. Later, the junk boat's head chef will lead a cooking class and food carving lesson – a typical feature of Vietnamese culinary culture. Watch in wonder as everyday vegetables are intricately carved into works of art, and try your hand at making a typical Vietnamese dish. A la carte dinner platters range from salads and

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seafood to meat dishes, not to mention seasonal fruits and exotic desserts. Happy hour follows dinner, and you can spend the rest of your night at leisure. Why not take this opportunity to try your hand at squid fishing with the cruise staff.

### DAY 4

Destination	🚗 Haiphong 🚗 Hanoi ✈️ Da Nang 🚗 Hoi An
Meals included	Breakfast
Hotel	Boutique Cam Thanh Resort, or similar

Start your morning today with a glorious sunrise Tai Chi class upon the sundeck as day breaks on the calm lagoon. Treat yourself to European-style pre-breakfast snacks with tea and coffee before we set sail to one of our favorite spots in the whole of Lan Ha Bay, Vịnh Ông Cầm (Ông Cam bay). This breathtaking cove is the perfect spot to spend the morning. Here you'll have the choice between sunbathing, swimming or kayaking around the rocky shoreline. Once we're done on the beach, we'll board the boat again just in time to enjoy a full breakfast buffet, which includes both international favourites and typical Vietnamese dishes, such as noodle soup (*pho*). After breakfast, you may relax in the dining room and lounge or on the deck enjoying your last views of the bay before disembarking at midday. From here, we drive to Hanoi to catch an evening flight to Da Nang. Upon arrival in Da Nang you will be met and transferred to Hoi An.

### OPTIONAL TOUR - HOI AN MEMORIES DINNER & SHOW

Tonight, you are in for a special evening of breathtaking entertainment followed by a delicious dinner at the famous 100 year old restaurant, Little Faifo. The show will take you back to the Hoi An trading port of the 16th and 17th centuries to witness the ups and downs of the city over the course of 400 years. The dinner will allow you to sample the local cuisine, and will include one free drink (soft drink or beer).

*Starts: approx: 6.45pm*

*Duration: approx: 3 hours*

*Please note - you will be required to walk 700m, approximately 7-10 minute walk to the restaurant located on the walking street of Hoi An.*

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### DAY 5

Destination	Hoi An
Meals included	Breakfast
Hotel	Boutique Cam Thanh Resort, or similar

Previously known as Faifo, Hoi An was once the most important trading port in the region. Now designated a UNESCO World Heritage Centre, the city is one of the best places to discover well-preserved Vietnamese architecture. In the morning we'll stroll through the narrow cobblestone streets of the Old Quarter and spend time mingling with local vendors at the Hoi An Market. The rest of the afternoon is yours to enjoy as you please. As the sun goes down the city lights up with a sea of colourful lanterns, giving Hoi An the moniker 'City of Lanterns' and making for a thoroughly photogenic and romantic atmosphere.

### OPTIONAL TOUR - HOI AN FISHING VILLAGE CULTURE & BASKET BOAT WITH LUNCH

Today, enjoy a wide range of experiences - from learning traditional fishing techniques, paddling the unique Vietnamese bamboo basket boats, riding on a buffalo, experiencing rice culture to learning about the Ba Trao cultural folk music from the local fishermen. This optional tour will allow you discover the local Vietnamese way of life, with authentic social and cultural insights.

*Starts: approx: 8am*

*Duration: approx: 4 hours*

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### DAY 6

Destination	Hoi An  Nha Trang
Meals included	Breakfast
Hotel	4 ★ TTC Hotel Premium Michelia, or similar

After breakfast this morning, we will check out of our hotel and begin our full day journey to the coastal resort city of Nha Trang. The trip will be broken up with stops along the way, including spending time at Quy Nhon Beach for lunch at a delicious local, seafood local restaurant before continuing on to our hotel in Nha Trang. Located in southern Vietnam,

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this beautiful city is known for its beaches, diving, and offshore islands. After settling in at the hotel, spend the rest of the evening at your leisure.

Please keep in mind that will be a long day on the road and therefore scheduled stops may differ to what is reflected in the itinerary.

### DAY 7

Destination	Nha Trang 🚗 Dalat
Meals included	Breakfast
Hotel	4 ★ Sammy Dalat Hotel, or similar

This morning begins with a thrilling boat trip off the shores of Nha Trang to find some snorkeling sites. Dive into the crystalline turquoise water, where you'll be surrounded by colourful marine life - you might be lucky enough to spot scorpionfish, lionfish and moray eels. Following the boat trip you'll have time to find some local cuisine for lunch back onshore before we begin our drive to Dalat. Along the way we will visit some local farms and make a stop at the picturesque village of Trai Mat, home to temples and a small market. Upon arrival in Dalat this evening check into your hotel and relax.

### DAY 8

Destination	Dalat
Meals included	Breakfast
Hotel	4 ★ Sammy Dalat Hotel, or similar

Located in southern Vietnam's Central Highlands, Dalat is surrounded by a magnificent landscape of hills, pine forests, lakes and waterfalls. It's also known as the 'City of Eternal Spring' due to its distinctive temperate climate. This morning we will enjoy a guided tour that begins at the Bao Dai Summer Palace, the summer retreat for Vietnam's last emperor. From here, we will also visit Dalat station, built in the 1930s in an Art Deco style and designed by French architects, as well as the bustling local market. In the afternoon you'll have time to relax or continue discovering this pretty city and its sprawling central lake, Xuan Huong.

### DAY 9

Destination	Dalat 🚗 Ho Chi Minh City
Meals included	Breakfast
Hotel	Bay Hotel Ho Chi Minh, or similar

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## TOUR ITINERARY

Following breakfast this morning we will begin our drive to Ho Chi Minh City, commonly known as Saigon. The journey towards this immense city will take most of the day. Along the way we'll visit the gorgeous yet little-visited Pongour waterfalls. Cascading over dark terraced rock, and easily accessible through lush, landscaped gardens, this natural wonder is certainly awe-inspiring. Enjoy the opportunity to stretch your legs, soak up the beautiful vistas and reach out and run your fingers through the water as it falls. After this stop we will continue on our drive to Ho Chi Minh City via the city of Bao Loc. We'll arrive in Ho Chi Minh City in the evening - rest of explore more at your leisure.

### DAY 10

Destination	Ho Chi Minh City
Meals included	Breakfast, Lunch
Hotel	Bay Hotel Ho Chi Minh, or similar

Today will include a tour of Ho Chi Minh City (commonly known as Saigon), which is perhaps most famous for the pivotal role it played in the Vietnam War. Our morning will begin with a drive to the Cu Chi tunnels. Here we'll explore part of the underground network that zigzagged from the southern tip of the Ho Chi Minh Trail near Cambodia, to the Saigon River, and is said to measure a whopping 250kms. Visiting Cu Chi will give you a deeper understanding of the guerrilla warfare that took place by the Vietnamese against both the French and the Americans. Developed in the late 1940s, these criss-crossing tunnels were constructed by local resistance fighters looking for a place to hide their weapons, and themselves, not to mention serving as communication and supply routes. Here you'll discover secret trapdoors, field hospitals, command posts, underground kitchens, living areas and meeting rooms.

After lunch we'll head back to downtown Ho Chi Minh City, where we'll visit Dong Khoi Street, the heart of the city's commercial life. We'll also visit the Post Office and the War Museum. Upon completion of our city tour, your final evening in Vietnam is free to spend as you wish. Don't hesitate to ask your guide for any last-minute recommendations.

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### OPTIONAL TOUR - SAIGON RIVER CRUISE WITH DINNER

Tonight, indulge yourself on the beautiful and serene Bonsai river cruise within the bustling city of Ho Chi Minh, including a scrumptious dinner. The cruise will run from 6:45pm to 9:00pm, which will allow you to enjoy a fusion style buffet and an open bar.

*Starts: approx: 6:45pm*

*Duration: approx: 3 hours*

*Please note the start and duration times outlined are subject to change based on factors beyond our control such as traffic and weather conditions. Your Tour Guide will confirm operation times with you whilst on-tour and can answer any further questions you may have.*

### DAY 11

Destination	Ho Chi Minh City
Meals included	Breakfast
Accommodation	N/A

Unfortunately, today marks the end of your fantastic tour through Vietnam. This morning you may enjoy some free time until you need to transfer to the airport to catch your flight home.

*Check out: Passengers will be departing at various times throughout the day. Standard hotel check-out times will apply no matter what time your flight is scheduled to depart. Check-out time is generally anywhere from 10am-12pm. You are welcome to leave your luggage at hotel reception and spend your final moments of free time exploring the area or alternatively please speak with hotel staff if you would like to extend your check-out time. Please note this service is subject to availability and will likely come at an additional cost. Your tour guide (or hotel staff) will confirm the time of your airport transfer with you directly.*

*Please note - some flights may arrive home the following day.*

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## TOUR ITINERARY

### Inclusions

#### WHAT'S INCLUDED

- 9 nights in well situated 4 star boutique hotels
- 1 night on a Halong Bay Junk Boat
- Daily breakfast, 1 lunch and 1 dinner
- Fully escorted English speaking guide throughout
- Incredible sightseeing as per the itinerary
- All transportation, rail tickets and entry fees as per the itinerary
- Dedicated air-conditioned transportation
- 24/7 customer service and your own Dedicated Support Agent

#### SIGHTSEEING HIGHLIGHTS

- Hanoi - Enjoy a traditional 'cyclo' ride through Hanoi's historic Old Quarter
- Hanoi - Visit the Temple of Literature, dedicated to the cult of Confucius, dating back to 1070
- Hanoi - Honour Ho Chi Minh's final resting place, at the Ho Chi Minh Memorial Complex
- Hanoi - Sip local coffee and watch life go by in the local neighbourhoods, a popular Hanoi pastime
- Halong Bay - Adjust to your luxurious floating home on your overnight Halong Bay cruise
- Halong Bay - Visit Lan Ha floating fishing village
- Halong Bay - Swim at Ong Cam Bay, a breathtaking cove, the perfect morning chill-out spot
- Hoi An - Stroll through the narrow cobblestone streets of this UNESCO World Heritage town
- Hoi An - Marvel at the Japanese bridge, constructed in the 1600's, a symbol of Hoi An
- Nah Trang - Set sail on a morning boat trip with snorkelling, offshore this popular coastal resort city
- Da Lat - Enjoy this hill station town, known as 'Le Petit Paris', with remnants from French colonial times
- Ho Chi Minh City - Visit the infamous Cu Chi tunnels, and witness Vietnam's deep and dark recent past
- Ho Chi Minh City - Free time to visit Notre Dame Cathedral, War Remains Museum, Ben Thanh Market

### Fine Print

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## TOUR ITINERARY

### EXCLUSIONS

- Visas
- Travel insurance (compulsory)
- Tipping
- Anything not mentioned in the itinerary
- Optional activities
- Personal expenses

### HOW TO BOOK & PAYMENTS

#### Deposit & Payments

- Secure your package with only a \$100 deposit per person.
- Pay a 2nd instalment of \$280 per person within 28 days.
- You will then be invoiced for final payment 90 days prior to departure.

#### Booking Process

- Select the purple 'Reserve Your Seat' tab to begin your booking (you must 'Sign Up' first by entering your email and creating a password)
- Then select the purple 'Book now' tab of the tour you have selected
- Select your Departure Date, Departure City, Number of Passengers, Room Configuration, any Upgrade Options, and enter any Special Requests
- Click the purple 'Proceed to Secure Checkout' tab
- Enter your credit card or PayPal details to secure your deposit/payment
- Once your order is complete, you will be prompted to complete a Booking Form so that we can fulfil your booking
- Your booking is confirmed once your Booking Form is submitted and you can begin the countdown to your Inspiring Vacation!
- You will then be allocated and contacted by one of our Dedicated Support Agent's (within 48 hours) who will support you right up until you return from your journey

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## TOUR ITINERARY

### EXTRA SERVICES

You can enhance your holiday by arriving or departing before or after the tour, adding a stopover package en-route or booking a tour extension. On this tour you can choose from the following options:

**Pre and post tour accommodation** (deviating from group flights forfeits your group airport transfers)

- Pre-tour accommodation: \$180 per room per night for double/twin/single including breakfast and transfer
- Post-tour accommodation: \$180 per room per night for double/twin/single including breakfast and transfer

### Arrival and departure airport transfers

- Arrival Transfer: \$60 per vehicle
- Departure Transfer: \$60 per vehicle

Your transfer may be shared with other Inspiring Vacations customers.

Please specify in the 'Special Request' field when making your purchase your preferred travel arrangements and if you would like our team to book additional nights' accommodation and/or airport transfers. The additional cost for these land arrangements will be added to your final payment invoice and are subject to availability.



## TOUR ITINERARY

### OPTIONAL TOURS

To enhance your journey, we're offering the following optional tours:

- Hanoi Market & Dinner tour (Day 2) - \$60 per person
- Hoi An Memories Dinner & Show (Day 4) - \$85 per person
- Hoi An Fishing Village Culture & Basket Boat with Lunch (Day 5)- \$70 per person
- Saigon River Cruise with Dinner (Day 10) - \$90 per person

Optional tours can be selected once you have finalised your tour purchase and paid your deposit. When completing your Passenger Booking Form, you will be asked if you would like to add Optional Tours, where any applicable cost will be added to your final balance. If you choose not to select them at this time, you can choose to add them later by logging in to your Account online or speaking with your Dedicated Support Agent for assistance.

Please note that you must select your Optional Tours no later than 65 days before departure, after which you will be required to purchase them on tour. Please keep in mind that anything purchased on-tour is subject to availability and prices may vary as you will be paying in local currency. We appreciate your understanding.

### IMPORTANT INFORMATION

#### Entry requirements

We wish to advise that there has been an update to the entry requirements for future travel to Vietnam. As of Saturday the 7th of March 2020, all travellers are required to fill in a medical status declaration prior to entering the country. For more information, please visit our [Travel Update](#) page or your Dedicated Support agent.

#### Fitness Requirements

While the tour itinerary should give you some guidance and overview to the expected requirements, to determine if this tour is right for you we categorise each of our tours in terms of their intensity. These guidelines are to ensure that each tour group is conducted as expected and to ensure the overall satisfaction of all Inspiring Vacations customers.

As a general rule, portorage is not included, therefore at all times you are expected to handle your own luggage where help may not be available.

This particular tour is categorised as a "3":

3 – Moderate Tour: A good level of fitness and mobility is required, as this tour includes a moderate level of physical activity and is considered a medium-fast paced tour. You should be able to walk up and down stairs, get on and off the coach and able to walk reasonable

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distances of approximately 2 kilometres per day or more with ease. Any physical ailments you may have must be disclosed at the time of booking to determine your suitability. If you have any form of walking aids, other than a walking stick or hiking poles, then this tour is not suitable.

### **Tipping**

A friendly reminder that tipping is not included in your package. Tipping is not compulsory on your trip, but they can make a big difference to locals employed in the tourism industry. If you feel that your guide and driver have done an impeccable job, you can choose to give a gratuity, but this is entirely your decision.

For the services of your guide, it is suggested that you budget for NZD\$12-22 per person, per day. Tipping of your driver is also appreciated and we would suggest NZD\$7 per person, per day.

As this particular tour does not collect a 'kitty', it is entirely up to the individual whether or not you would like to tip locals for the services of things like taxis or when dining at restaurants. In these cases, we suggest you allow 10-20% of the value of the service as a tip. Again, it is not compulsory and entirely up to the individual.

### **Accommodation**

The accommodation listed is subject to change. Any changes will be of an equal or higher standard. Bedding configurations (double or twin) are requests only. All efforts will be made to meet your preferences however any changes are beyond our control.

### **Single Supplement**

Single supplement is \$850 per person in addition to the twin share price.

### **Paired Solo Travellers**

This package allows you to avoid paying a single supplement by booking as a Paired Solo Traveller.

This option must be selected at time of booking during the purchase path under "Select Your Room" and then choose "Paired Twin Room".

Regardless of whether an accompanying solo traveller is found, you are guaranteed to travel at no additional cost.

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Solo travellers are matched only on the basis of gender and not on other factors such as age, nationality, religion or sexuality. We kindly ask that you disclose any requirements, medical or otherwise, that might disturb your matched traveller's sleep (e.g. sleep apnoea or a CPAP machine). Unfortunately, with this in mind and in the interest of other travellers, we request that you proceed with your own private room with the resulting single supplement. Should a second solo traveller not be available, you are nonetheless guaranteed to travel at no extra cost and you will be placed into a single, twin share or double room by yourself. Your tour group may include multiple solo travellers who may or may not be paired. No changes will be permitted to any pairing arrangements.

Note that for some portions of some itineraries, the group sizes will vary. Some packages may operate on groups as small as 2 people and therefore, there may be time spent travelling only with your paired traveller. Should a package require a minimum number of 2 travellers and you are not paired, your booking may be cancelled.

You will be introduced to your matched solo traveller at the beginning of your itinerary and your personal details will not be shared as per our Privacy Policy. Should there be any dissatisfaction with your matched traveller, unfortunately we are unable to make any changes to your room arrangements or offer any refund. Inspiring Vacations takes no responsibility for and will not be held liable for any dissatisfaction with the matched traveller or for their actions.

All departures remain strictly subject to availability and may sell out prior to your tentative booking being confirmed, in which case the fee will be refunded in full. All other booking terms apply.

### **Triple Share**

Not available.

### **Travel Insurance**

Travel insurance is required to protect yourself against the unexpected.

### **Visa & Passport information**

It is the traveller's responsibility to ensure they have a valid passport. The passport must be valid for a minimum of six months from the intended date of return to New Zealand.

New Zealand passport holders will require a visa to enter Vietnam.

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You will need to arrange your Visas for travel to Vietnam closer to departure. Please note, we don't recommend applying for the e-visa until around 30-45 days prior to your departure.

Visa's are easiest to complete online and take approximately 72 hours to confirm.

You will be able to obtain your e-visa when you have your flight documents indicating your date of entry into Vietnam. Remaining tour documentation, including hotel details, will be sent 4 weeks prior to departure.

Please note the e-visa is limited to 30 days validity from the date of arrival and is only valid for 3 months from date of issue.

You must make sure that the same travel document that was used for applying online is used for entering into Vietnam.

Visit <https://evisa.xuatnhapcanh.gov.vn/> to apply for an e-visa.

Information required:

- Personal and passport details
- Arrival date and departure date (no specific flight details are required)
- Purpose of entry (tourist)
- Passport information
- Passport scanned copy
- Passport size photo scanned copy
- The name and address of your first hotel in Vietnam
- Pay USD \$25per person by credit card
- Wait for it to be approved and you will be notified via email within approximately 72 hours.

Once approved, please ensure that you travel with the following documentation as they are required to present to customs upon arrival into the country:

- Passport with 6 months validity
- E-visa printout
- Travel itinerary (provided 30 days before departure)
- Hotel list (provided 30 days before departure)

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Please note that these details are subject to change without notice. Visas should not be applied for until you receive your final documentation.

### **Tour Documentation**

Final documentation, including e-tickets and hotel details, will be provided approximately 30 days prior to travel.

### **Group Size**

10-30 people.

### **Trip Style - Group Tour**

Our Group Tours offer unparalleled value for money and are the perfect style of travel for those on a budget, though still eager to pack as much in to their itinerary as possible. These tours tick all the boxes with an abundance of inclusions such as sightseeing highlights, expert tour guides, quality accommodation, transfers, coach transportation, some meals and more. Please note that the maximum group size will vary between deals and will be mentioned within the Fine Print of each deal page.

### **Children**

Children must be 5 years old or over and share a room with parents at all times. Children are the same price as adults.

### **Tour Length**

The total length of the tour in days includes time spent in flight and is subject to change, depending on the flight schedule. Please refer to the day-by-day itinerary for the time spent in your destination(s).

## BOOK WITH CONFIDENCE

Inspiring Vacations has been globally recognised and awarded for its handling of COVID-19 during the pandemic. The safety and wellbeing of our guests is our highest concern during this time of uncertainty, and we are continuously monitoring the evolving COVID-19 situation.

We have adopted the advice of the WHO to ensure all customers can travel with the knowledge of how to travel safely and with confidence.

**Australian owned and operated with 100% Australian Customer Service support**

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## TOUR ITINERARY

We are proudly 100% Australian owned and operated, with our head office located in Melbourne, Victoria. When you make your booking, you will receive dedicated and ongoing support from our team of travel professionals throughout your booking, up until you are due to depart.

### Flexible Date Change Option

Book now, change later with our Flexible Date Change option. You may select this \$99pp option at time of purchase, giving travellers the flexibility to change your date without penalty (subject to availability, less third party costs incurred, plus any applicable surcharges for the new date selected).

Date change must be requested prior to 65 days before your original selected departure date\*. Once inside 65 days of departure, date changes are not permitted.

\*Some packages may have a varied period in which you can request a date change due to limitations with the third-party provider.

Please refer to our 'Book with Confidence' section for terms and conditions.

The Flexible Date Change option does not cover cost incurred for components not fulfilled by Inspiring Vacations or in the event extra services have been booked with Inspiring Vacations outside of the standard package, including but not limited to airfares, pre/post accommodation or insurance.

### Cooling off period

If you change your mind within 7 days of making your booking online, you can request a refund of your initial deposit payment as part of our cooling off period.

Once your purchase date falls outside of the 7 day period, our standard terms and conditions will apply. Please ensure that any request to cancel your booking is received via email to [support@inspiringvacations.com](mailto:support@inspiringvacations.com), including the reason for cancellation.