

Commitments

The following are our commitments. Be sure to see our [Sales terms](#) and [Services policy](#).

TransMékong is not a travel agent. We only offer services rendered by TransMékong and affiliates in Cần Thơ and in the Mekong delta, and natural extensions to these.

Towards responsible services

Fair terms

TransMékong is committed to responsible tourism.

We endeavour to share the benefits of tourism with the society of the Mekong delta and our locality.

- For many services we collaborate with local families and individuals:
 - Meals at local farmers' homes complement their revenue and allow them more freedom from their crops,
- Most services of TransMékong are self-supplied or contracted with local suppliers:
 - we prefer to supply locally even if it means more training and coaching.
 - we engage in long-term partnerships with our suppliers, and focus on our common development.
 - we supply from local companies in the delta.
- TransMékong is a family company based in Cần Thơ, at the heart of the Mekong delta, who takes part in the development of the region.

Our commitments above come first, before our constant search for cost-effective means to provide quality services.

Preservation of traditions and the environment

We take part in the preservation of local traditions and environment by:

- adding value to the local know-how and products,
- highlighting the value of the traditional ways -rowing vs. motorboats, construction materials- to the inhabitants as well as to the visitors,
- fostering good habits through the interaction between the inhabitants and the visitors,
- optimizing transportation, road or river, and moving only on foot and bicycle where practical.

Spontaneity without intrusion

When on an excursion, we endeavour to keep our groups unintrusive by:

- keeping the size of groups small,
- scheduling visits with flexibility about the local working hours,
- preparing the guides for mediation, fostering dialogue and listening to the residents, and to give them priority when on a visit.

Communication

Agents

We work very well with the best travel agents, so to ensure seamless services, please be sure to first ask your agent for our services.

No Nonsense

We abide by our *No Nonsense* promise. In a world where communication all too often replaces action, we are not satisfied with only words.

- We make our commitments and prices clear and keep them,
- We are honest even if we do not like what we have to say,
- We make amends if we make a mistake or are ever hypocritical,
- We welcome constructive discussion.

Feedback

The most efficient way to give us feedback is to let our team know about your impressions. Encouragements and remarks are more vivid and efficient when the team relates directly with them. We expect them to report so we can share the experience. Please see our commitments about [communication](#).

If you would rather otherwise, please simply write to feedback@mekong-delta.com, and think of giving us sufficient details and context so we can make our services better in the future.

Efficiency in communication

We respond fastest to requests made complete and explicit in one mail.

If you need to refer to former exchanges, please make it explicit and provide a link or reference.

Longer messages, scattered or implicit requests require more attention and more time and will be dealt with later.

We may disregard messages with an attitude as less than polite.

Privacy

We refrain from providing any third parties with the information you entrusted us with, except:

- When registering your passage with the competent authorities
- the information relevant to your present trip that are necessary for our partners to perform their services for this trip
- in case of an express requirement by the competent authorities

Right to edition

We grant you access to all information you entrusted us with, by a simple e-mailed request. Write to us to receive a copy of your file at your registered e-mail address. You will have an opportunity to rectify any erroneous information. admin@mekong-delta.com

Proper use

We refrain from using the information you entrusted us with with a view to anything else than proper management of our relationship./

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