

# Services policy

This policy applies to all **Day cruises** and **Tours**.

Please see also:

- The Bassac's [Prices and terms](#)
- [Nam Bộ Boutique Hotel, Cần Thơ](#)
- [the Lighthouse, Cần Thơ](#)

## Families

We are happy to welcome younger guests and offer soft terms for the price of additional children as follows.

<b>under 5 years-old</b>	<b>0</b>	Infants and small children are welcome for free
<b>5 to 11 years-old</b>	<b>50%</b>	Children under 12 only pay half the price

The adults in a group take responsibility for the children. TransMékong reserves the right to decline booking any group with more infants than adults or twice as many children as adults.

For cycling tours we can arrange a kid seat for young kids under 20 kg upon request. Please note that the number of kid seats available is limited.

## Activities outside

We are careful to include bottled water for each participant to any outside activity.

The programs of all services involving boats may vary depending on the tide and current.

## Extras, Options and Extensions

Please be sure to inform us in advance if you wish to book options or extensions.

Extras, options and extensions are offered at a premium.

### Extras

Extras are typically available without specific booking.

A selection of drinks is made available on board for lunch, sunset and dinner. Think of mentioning it with us in advance if you care for special drink to be available on board. Should you bring drinks from outside, we shall charge for corkage.

### Options

The options take place on board or along the services without affecting their schedule. They are booked together with the main service.

<b>Local English-speaking guide</b>	550 000đ	per half-day
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## Meals on board

Meals on board private day cruises are optional. The same option shall apply to all passengers on a boat, though we are happy to cater to individual culinary requirements, related to allergies, medical conditions and such.

Food from outside is not allowed on board.

## Extensions

Extensions take place before or after the main service, and therefore imply some scheduling. They are booked and scheduled together with the main services.

Extensions mean scheduling and may entail road transfer or extending the operations of boats, which carry their own cost.

## Shuttle

TransMékong makes available a shuttle between Hồ Chí Minh City's District 1, and Cần Thơ or Cái Bè, at the point of boarding and disembarkation. The shuttle services are open to clients of all TransMekong services, subject to availability.

The [Shuttle Meeting point in HCMC](#) may change in time.

The departure time from the meeting point are stated in the booking confirmation. It **may change**, especially on public holidays, to avoid delays on arrival.

Typical departure time	from HCMC	back to HCMC
<b>Cần Thơ</b>	08:00	13:30
<b>Cái Bè</b>	08:30	11:00

We may open the last seats for the public at the last minute.

## Third party services

TransMékong is not a travel agent, but may occasionally act as an agent for a specific service from a third party that singularly complements TransMékong services. In that case, TransMékong takes a margin from this agency and the terms and conditions of the third party apply to the client as they would to TransMékong.

## Road transfer

TransMékong makes use of vehicles from reputable local suppliers and ensure that the vehicles be in a good state of repair, properly registered with documents up-to-date, and the driver properly licensed.

Vehicles are allocated as follows:

Number of guests	1 - 2	3 - 4	5 - 10	11 +
Type of vehicle	4 seater	7 seater	16 seater	30 seater

If the transfer is part of the journey rather than an excursion and the passengers' luggage warrant so, TransMékong may upgrade the type of vehicle to match the capacity and retaining the comfort of the guests.

## Boat transfer

TransMékong may act as an agent for local boat or speed-boat transfer services rendered by reputable local suppliers.

The terms and conditions of booking and services of these suppliers may vary with or without notice, due to operating constraints or to changes in the administrative rules as applicable. TransMékong endeavours to keep the client informed in time about any foreseeable change.

In case a frontier is crossed:

- it is the responsibility of the passengers to ensure they have available the necessary documentation, passports and visas or such, to be allowed to cross the frontier. TransMékong shall not take any responsibility for the cost of repatriation or accommodation or so in case a passenger is refused passage.
- the client acknowledges that TransMékong has limited means of action on the remote side of the frontier and delegates the operations of the services to the supplier.

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