

SVC's bird watching sites are in remote locations where special arrangements have to be made and paid for in advance of our trips with the local communities to cater for our clients regardless of cancellation.

SVC trip demand is also very seasonable on occasions utilizing all of our guides from the end of December through to the end of March, cancellation of trips during this period can lead to a significant loss of income for SVC limiting our support for conservation of the sites we visit.

These two factors necessitate us to implement the cancellation policy described below and / or if payment is not received as specified offer the dates to other clients.

Please note it is essential that clients have health insurance and we strongly recommend a general travel policy covering cancellation of tours.

FARES AND PRICES

Your tour package has been priced based on your requested sites and dates. Prices are subject to change until full payment is received. Prices that are quoted include all taxes and fees unless we advise otherwise.

YOUR RECEIPT AND TICKET

Please print or keep an electronic copy of your receipt and ticket to present to the SVC bookings assistant if necessary.

IMPORTANT

It is your responsibility to ensure that all contact details provided are correct. To make any changes, contact booktour@samveasna.com.

Before arrival, please print off your ticket to present to our staff and ensure all details are correct. This includes pick-up and drop-off addresses, the numbers of persons and any special requirements you may have.

A. MULTIPLE SITE ITINERARIES

A 15% non-refundable deposit for the minimum group size is required 60 days before the tour departure date for multiple site itineraries of 3 nights and more

Full payment is required a minimum of 30 days before the tour date departure

These payments are non-refundable though may be used as payment for alternative SVC tours for up to 12 months from original planned tour date

B. SINGLE AND HALF DAY TRIP BOOKINGS

Full payment is required for bookings before the trip, cancellations up to 7 days before will receive a 50% refund minus transaction fees (2.5% card fee, \$0.5 merchant fee, \$15 bank fee).

For bookings made less than 7 days before the trip a full and non-refundable payment will be required at the time of booking.

C. PAYMENT

Bank transfers: SVC account and routing details will be provided at the time of booking. Bank transfer charges must be met by the client.

Online Payments: Trust My Travel (TMT) provides our online payment solution. By agreeing to these terms and conditions you are agreeing to their payment policy that can be viewed in the link below:

<https://www.trustmytravel.com/terms/>

Cash payments: US dollars is the only currency accepted at the office in Siem Reap. Cash payments are only applicable for single and half day tours. Failure to provide a cash payment before the start of the tour will result in immediate cancellation of the tour.

Credit card payments: A payment link will be provided at the time of booking SVC's website uses Secure Socket Layer (SSL) protocol to ensure transaction security.

Credit Card Privacy Policy

OUR COMMITMENT TO YOU

Sam Veasna Conservation Tours (SVC) will safeguard the confidentiality and security of the information we obtain from you. This notice describes our privacy policy as it relates to the collection, protection and disclosure of such information resulting from credit card transactions only.

Collection of Information

SVC will collect and use information obtained from credit card transactions only for business purposes. These business purposes include the payment of purchased trips or tours.

Protecting Your Credit Card Information

The credit card information provided by you to SVC will be stored in a confidential manner. Our employees may access such information only when there is an appropriate business reason to do so, such as when a refund must be issued back to the credit card. We maintain physical, electronic and procedural safeguards to protect your information, and our employees are required to follow these privacy standards.

Disclosure of Your Information

SVC does not disclose any nonpublic information (such as credit card number and their expiration dates) about our customers or former customers to anyone, except as required by law. We disclose information only when it is necessary for the conduct of SVC or government business, or under circumstances where disclosure is required by law. Information may also be disclosed for audit purposes, to regulatory agencies or for other general administrative services. We do not disclose information about you to other entities which may want to sell their products to you.