



Northern Heritage

Ho Chi Minh City – Hanoi Route



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The Story of SJourney

SJourney represents a pioneering spirit in the realm of luxury travel within Vietnam, encapsulating both a profound respect for history and a vibrant vision for the future.

The origin story of this unique luxury train service is intricately tied to Vietnam's own historical narrative and the vision of its founder, Mr. Son. Vietnam's railways have a storied past that stretches back to the colonial era, particularly during the resistance against French and American forces. These railways have witnessed significant historical events but have not seen extensive development as luxury travel options. Mr. Son is a lover of travel, mechanics and machinery. During his trip to explore the world, he thought why other countries have luxury trains but Vietnam doesn't have them. Meanwhile, Vietnam also has beautiful natural scenery, delicious cuisine and developed trains.



This realization sparked the idea for SJourney, Vietnam's first luxury train, designed to offer an unparalleled travel experience. Mr. Son envisioned a train that would not only traverse the beautiful landscapes of Vietnam but also immerse its passengers in the cultural and historical essence of the country. This led to the birth of SJourney, a name that symbolizes a journey beyond the ordinary, with a service designed to surpass all expectations.

For more details, please contact us:

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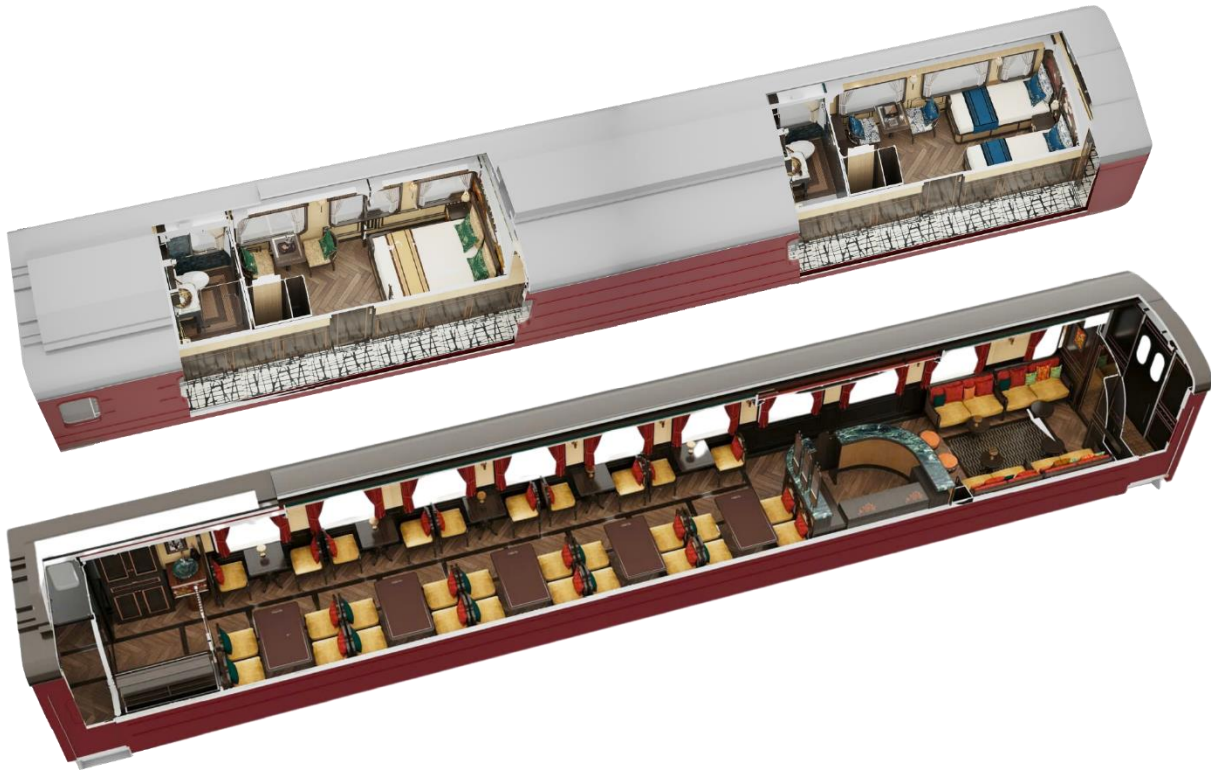
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Overview

SJourney features 13 carriages, including 10 sleeper carriages and 2 bistro carriages, with a maximum capacity of 60 passengers per journey. Its design is heavily influenced by the Indochine style, reminiscent of the golden age of travel in the 1930s, when luxury trains like the Trans-Indochina connected different regions of Southeast Asia. This timeless aesthetic blends nostalgia with modern elegance, recreating the romance of classic train journeys while offering contemporary comforts.

SJourney Train Layout



Each sleeper carriage includes one double cabin, two twin cabins, and a dedicated service room.

The bistro carriage features a restaurant, a bar, and a lounge area.

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Twin Cabin:

- Room size: 10m²
- Two single beds (1.9m x 0.7m)
- Multi-functional table and chairs
- Wardrobe with shoe rack
- Console cabinet for storage
- Bathroom (0.8m x 1.2m)
- Bathroom equipped with premium amenities

Double Cabin:

- Room size: 10m²
- One double bed (1.9m x 1.5m)
- Multi-functional table and chairs
- Wardrobe with shoe rack
- Console cabinet for storage
- Bathroom (0.8m x 1.2m)
- Bathroom equipped with premium amenities



Bistro Carriage:

- Warm and elegant interior
- Seating capacity: 60 guests
- Fresh, locally sourced ingredients selected daily
- Rotating menu tailored to guests' dietary needs
- Exclusive culinary experiences curated and presented by top chefs

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ITINERARY: HO CHI MINH CITY – HANOI

Journey from the vibrant heart of Ho Chi Minh City to the historical elegance of Hanoi aboard a luxurious train. Along the way, discover Vietnam's ever-changing landscapes — from golden beaches and ancient Cham towers to imperial citadels and mystical karst valleys.

Each stop invites you to savor authentic cuisine, explore living traditions, and connect deeply with the country's rich heritage. A voyage crafted not just to travel across Vietnam, but to feel every essence of its soul.

Day 1: Ho Chi Minh City – Welcome on Board

As the afternoon softens in Saigon, a sense of anticipation fills the air. Your luxurious rail adventure begins with a seamless pick-up from your hotel by our driver at around 04:30 PM. Upon your arrival at the train station, you will be warmly welcomed and escorted to the VIP lounge. Feel any pre-travel jitters melt away as they effortlessly assist you with check-in, ensuring your smooth transition into the world of luxury rail travel.



Take a moment to settle into your surroundings, admiring the exquisite details and allow yourself to unwind, preparing for an unforgettable welcome celebration.

An Evening of Anticipation and Elegance.

As dusk approaches, at around 06:00 PM, don your finest attire and join fellow travelers in the opulent restaurant.

Engage in lively conversation over refreshments, and the gentle sound of clinking glasses provides a delightful soundtrack. As the evening progresses, indulge in a sumptuous dinner crafted to tantalize your taste buds. Each course reveals culinary artistry, seamlessly paired with fine wines or expertly mixed cocktails.

With spirits high and anticipation mounting, the train begins its gentle departure from Saigon. The rhythmic motion of the train lulls you into a sense of peaceful relaxation.

Allow the anticipation of the adventures that await in Phan Thiet to carry you into a restorative night's sleep aboard your luxurious train.

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Day 2: Phan Thiet – Explore the Ancient Chams Culture

The morning unfolds the journey to tranquil ***Ta Cu Mountain***, a revered spiritual site in Binh Thuan. In the 18th century, under the reign of King Tu Duc, the mountain became a prominent pilgrimage site for Vietnamese Buddhists. Reach the summit, you will discover the architectural marvel of Linh Son Truong Tho Pagoda, which offers breathtaking panoramic views of the city.



Continue your exploration of Phan Thiet with a unique immersion into the heart of its culinary traditions. At 10:00 AM, step into the fascinating ***Fish Sauce Museum***, where this essential Vietnamese condiment's pungent yet captivating aroma fills the air.

Unravel the centuries-old production methods and the profound cultural significance of fish sauce. Learn about its role in shaping Vietnamese cuisine and understand why it's considered the soul of countless dishes.

At around noon, savor the flavors you've just discovered during a ***leisurely lunch at an oceanfront restaurant***. Delight in a selection of local specialties where the distinct taste of the sea shines through, expertly paired with fresh ingredients and regional culinary flair.

Afternoon: Echoes of the Champa Legacy

After lunch, journey to the historic **Poshanu Cham Towers**, perched gracefully atop a hill overlooking Phan Thiet. Built by the ancient Cham civilization, these timeless structures stand as silent witnesses to centuries of history, spirituality, and architectural mastery. Amidst the soft breeze and ancient stones, you can feel the lingering soul of a lost kingdom.

As the afternoon light softens, the train departs Phan Thiet, gliding northward through a landscape painted in golden hues. As night falls, retreat to the elegance of your private carriage and enjoy a refined onboard dinner, where curated Vietnamese and international flavors accompany the quiet beauty of the passing coastline, promising new horizons ahead.

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Day 3: Phu Yen – A Voyage into Coastal Serenity

Morning: Echoes of Faith and Handcrafted Traditions

After a peaceful breakfast aboard the train, the day's exploration begins in the quiet heart of Phu Yen — a province where simplicity, tradition, and natural beauty converge.

Your first stop is **Mang Lang Church**, a stunning relic of Gothic architecture that has stood gracefully for over a century.



Beneath its soaring spires and weathered stone facade, the church whispers stories of faith, endurance, and the meeting of East and West. Here, in the stillness of the morning, you feel the gentle weight of history lingering in the breeze.

From there, continue the journey to **Phu Tan Mat Weaving Village**, where generations of artisans have perfected the age-old craft of weaving mats from rush grass. As you wander through the village, observe the skilled hands at work, weaving colorful threads into practical yet beautiful creations. The scent of sun-dried grass fills the air, and the steady, rhythmic sound of the looms becomes an unexpected melody of rural life. It's not just a visit; it's a step into a living tradition — an invitation to slow down, to witness the artistry of hands guided by time and heart.

Midday: Celebrating the Sea's Bounty

As midday approaches, return to the coast and prepare to indulge in one of Phu Yen's most beloved culinary specialties. Crafted with the freshest local ingredients and a deep respect for tradition, the meal promises a true taste of the sea and the spirit of this serene region.

In the shaded calm of a local restaurant, savor a lunch that is both humble and elegant — where every bite speaks of the sea, the salt air, and the quiet pride of the fishermen who bring this gift to shore.

Afternoon: Gentle Return to the Rails

After a fulfilling meal, the afternoon invites you back to the train for a time of rest and reflection. Settle into your cabin, perhaps with a book in hand, or simply gaze through the wide windows as Phu Yen's countryside gently recedes — rolling fields, distant mountains, and narrow village roads weaving together a final tapestry of the land you leave behind.

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Evening: Dining Under a Canopy of Stars

As twilight deepens into night, the dining car beckons. Here, amidst the glow of soft lighting and the clinking of glasses, a beautifully curated dinner awaits.

Each course is crafted to complement the day's experiences — elegant yet unpretentious, much like Phu Yen itself. Outside, the world passes by in a quiet blur; inside, the evening unfolds with the warmth of new friendships and the lingering sweetness of a day spent close to the heart of Vietnam.

Day 4: Hoi An – Ancient Merchant Hub of South East Asia

Morning: The Essence of Hoi An

After a leisurely breakfast on board, the day begins with a scenic **jeep tour through Hoi An's peaceful countryside**. Your adventure leads to Au Lac Wood Art, where you can immerse yourself in the traditional craft of woodblock painting. Guided by skilled artisans, you'll learn the intricate process of making your own design onto wood. This hands-on experience provides a deeper appreciation of the artistry and cultural significance of this local craft.



The tour continues to the Thanh Ha Pottery Village, where you can witness the craftsmanship of local potters and even try your hand at shaping your own ceramic creation. This combination of activities offers a rich insight into the heritage and creativity of Hoi An's artisan communities.

Savor the true flavors of the region with a home-hosted **delicious lunch prepared at a local house**. Relish dishes crafted from the freshest locally-sourced ingredients, a testament to the bounty of this fertile land.

Afternoon: The Heart of Ancient Hoi An Unveiled

Lose yourself in *Hoi An Ancient Town*, a UNESCO World Heritage Site where centuries of history unfold with every step.

Your exploration begins at the heart of Hoi An's mercantile past – the bustling *Hoi An Market*. A whirlwind of sights, sounds, and intoxicating aromas, this market offers a captivating immersion into local life. Browse stalls overflowing with shimmering silks, intricately carved handicrafts, and a dazzling array of exotic spices.

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Continue your stroll through the enchanting Old Town, where time seems to stand still. Arrive at the *Phuc Kien Chinese Assembly Hall*, a magnificent architectural gem adorned with vibrant gates, mythical dragon statues, and ornate rooftops. Discover the enduring practice of ancestor worship as you observe local devotees making offerings at the family altar.

Venture deeper into history with a visit to the remarkably preserved *Phung Hung Ancient House* or its counterpart, the *Tan Ky Ancient House*. These timeworn structures have withstood centuries of change, offering a glimpse into the lives of prosperous merchants who once conducted trade with merchants from faraway lands.

Your journey culminates at the iconic *Japanese Covered Bridge*, a symbol of Hoi An's diverse heritage. Built over 400 years ago, this graceful bridge once connected the town's Japanese and Chinese communities. Admire the intricate carvings and paintings within, as your guide deciphers their symbolism and cultural significance.

Conclude your afternoon with a leisurely exploration of Hoi An's renowned *handicraft shops and art galleries*. Venture off the beaten path, discovering hidden laneways and charming local neighborhoods, where the true essence of Hoi An reveals itself.

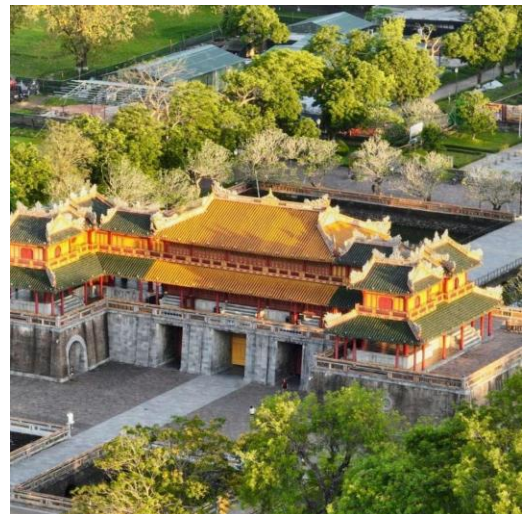
Return to your train for an exquisite onboard dinner, then unwind and savor a peaceful evening embraced by the comfort and elegance of your carriage.

Day 5: Hue – Discover the Magnificent of The Last Empire in Vietnam

Morning: A Royal Awakening by Rickshaw

Embark on a captivating rail journey from historic Hue, departing in the cool morning hours. As the train begins its ascent through the picturesque *Hai Van Pass*, savor a gourmet breakfast complemented by breathtaking views of lush valleys and the shimmering East Sea.

After departing from the lavish embrace of your train, *discover Hue's imperial past astride a nostalgic rickshaw*. The air is fresh with morning dew, and the crumbling walls and moss-covered gates seem to whisper stories of a bygone era.



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At the **Imperial Citadel**, once the heart of the Nguyen Dynasty, towering ramparts, palaces, and sacred shrines recall the grandeur and solemnity of Vietnam's imperial past. Wandering through delicate gardens and viewing artifacts like the emperor's throne and royal robes, you feel history unfolding quietly in the soft morning light.

Midday: Tranquility Among Tombs and Traditions

Leaving the citadel, you continue by private van to **Tu Duc Mausoleum**, a poetic retreat nestled among pine-covered hills — a reflection of an emperor's yearning for peace and timeless beauty.

The journey leads next to **Hue's Incense Village**, where artisans shape cinnamon, agarwood, and lotus-infused incense with skillful, graceful hands. Here, tradition comes alive, inviting you to try crafting incense or weaving a conical hat from lotus leaves — a quiet, intimate connection to Hue's enduring spirit.

A refined lunch follows at a local restaurant, where Hue's cuisine — blending royal elegance and rustic authenticity — offers a feast for both the senses and the soul.

Afternoon: Farewell to the Ancient Capital

As afternoon light softens over Hue, it's time to return to the train. A final glimpse of riverside gardens and distant temple spires bids farewell to this poetic city.

From your seat aboard the luxurious carriage, the scenery shifts: the Perfume River, mossy pagodas, and solemn mountains slowly fade. The train hums gently onward, carrying with it the lasting impressions of Hue: a city of timeless grace, quiet resilience, and enduring beauty.

Day 6: Quang Binh – A Soft Adventure in Jungle and Caves

Morning: Awaken to Wilderness and Journey to Hidden Wonders

Wake gently to the rhythmic sway of the train, the landscapes of central Vietnam rolling past your window. Savor a leisurely breakfast on board, savoring both the anticipation of the day ahead and the quiet beauty of your surroundings.

Disembark in the heart of Quang Binh, a region renowned for its dramatic natural beauty. Embark on a journey to **Phong Nha-Ke Bang National Park**, a UNESCO World Heritage Site where primeval landscapes unfold. Lush mountains frame the serene Son River, their reflections dancing on the water's surface. Step aboard a boat for a tranquil voyage along the **Son River**.



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As you glide gently through the water, immerse yourself in the breathtaking scenery. The mountains rise majestically from the riverbanks, their rugged beauty mirrored in the still waters. ***Drift along the Phong Nha Cave's subterranean river***, marveling at the intricate formations of stalactites and stalagmites sculpted by time.

Afternoon: Back to the train for relaxing and joining some special activities on the train.

Late Afternoon & Evening: Flavors of the Countryside and Onward Journey

Freshen up as the landscapes of Quang Binh transform with the setting sun. Anticipation builds as your next experience unfolds – a ***home-style dinner in the serene setting of endless rice paddies***.

If you wish, join in a demonstration ***Vietnamese cooking class*** to discover the vibrant flavors and fresh, locally sourced ingredients that define the region's cuisine. Learn traditional cooking techniques and create dishes bursting with flavor.

Enjoy your culinary creations in this idyllic setting. As the stars begin to emerge, the gentle sounds of nature orchestrate a symphony of peace, a perfect farewell to Quang Binh.

Late in the evening, your journey continues as the train departs for Ninh Binh carrying you towards your next captivating chapter.

Day 7: Ninh Binh – Explore the First Kingdom of Vietnam

Good morning, Ninh Binh!

Awaken to the splendor of Ninh Binh as dawn unfurls, with a sumptuous breakfast served in the lavish confines of your luxury train. Each dish, a testament to refined culinary craft, sets a distinguished tone for the day's journey.

The journey transitions seamlessly from the comfort of the train to the serene embrace of ***Trang An's*** emerald waters. Here, aboard a sampan, you are invited to navigate through a beautiful landscape. Amidst the grandeur of towering limestone cliffs and lush greenery, this journey offers an intimate glimpse into the heart of nature's splendor.



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The narrative of the day continues as you arrive at ***Hoa Lu, Vietnam's ancient capital***. Step back in time amidst the dramatic limestone peaks, where the legacy of the ***Dinh and Le dynasties lives on through temples and historical sites***. Amongst temples and ruins, this visit enriches the soul, intertwining the luxury of travel with the depth of cultural heritage.

Returning to the train, you are invited to enjoy a leisurely afternoon tea in the cozy onboard restaurant. In the warm, inviting atmosphere, spend a peaceful time relaxing — perhaps playing a board game, reading a book, or enjoying other light activities.

Day 8: Hanoi Capital – Farewell

The train is scheduled to reach Hanoi train station at 5:00 am. Guests will savor **breakfast until 8:30 am**. At 9:00 am, check-out procedures commence.

Today, based on your flight timings, you will be transferred to hotel in Hanoi City centre for your return flights home.

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Departure Schedule & Pricing

Route	2025											
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Hanoi – HCM	08; 22	05; 19	05; 19	16	14	11	09; 23	20	17	01; 15; 29	12; 26	10; 24
HCM - Hanoi	-	-	-	-	21	-	16	27	24	22	19	17; 31
Route	2026											
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Hanoi – HCM	07; 21	04; 18	04; 18	01; 15; 29	13; 27	10; 24	08; 22	05; 19	02; 16; 30	14; 28	11; 25	09; 23
HCM - Hanoi	14; 28	11; 25	11; 25	08; 22	06; 20	03; 17	10; 15; 29	12; 26	09; 23	07; 21	04; 18	02; 16; 30

Public Rate for 2025							
VND	USD	AUD	EUR	GBP	CNY	JPY	KPW
219,555,000	8,610	13,307	8,236	6,873	61,955	1,326,861	12,037,700

Package Inclusion

- **Accommodation:** 07 nights onboard
- **Dining** options include breakfast, lunch, and dinner. Meals are freshly prepared on the train using the finest local ingredients available and enjoy authentic dining experiences at local restaurants during excursions.
- **Beverage:** Daily complimentary soft drinks, beer, house wine by glass ... as per drinks list; tea & coffee are available on the train. One complimentary beverage (soft drinks, beer, house wine by glass) is offered with meals when off the train.

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- **Service:** Cabin attendant service including evening turndown; experienced Tour Management team; private Airport/Hotel transfers included at the start and end of your journey in Hanoi or Ho Chi Minh city;
- **Cabin facilities:** All have double or twin beds, en- suites with shower, toilet and sink; safety box, air conditioning, linen and amenities and are serviced daily.
- **Excursions:** Local speaking English guided excursions, entrance fee as per itinerary.

Package Exclusion

- Private transfers or any additional transfers are not included in the program.
- All beverages consumed outside of mealtime while off the train.
- Personal expenses
- Visa fee
- Travel insurance.
- Pre & post tour (if required)

Surcharge, Payment & Cancellation Policy

1. Surcharge Policy

Single Occupancy Surcharge: Passengers booking a single cabin will be charged an additional 60% of the total fare per person.

2. Payment Policy

2.1 For Individual Bookings:

- A 20% deposit is required within 14 days of booking confirmation. The remaining balance must be paid 91 days before departure. Failure to make full payment 90 days before departure will result in the forfeiture of the deposit.
- For bookings made less than 91 days prior to the onboard date, full payment is required upon confirmation.
- In the event the payment hasn't been settled we reserve the right to treat your booking as canceled
- For special offers or promotions, we may require payment of a higher or different deposit or full payment of which you will receive notification from us upon your booking request. Special promotion terms are defined on individual promotional collaterals.

2.2 For Group Bookings (GROUP OF 10 OR MORE PASSENGERS):

For every 17 paying passengers, the 18th person sharing travels free of charge, confirmed at final invoice 60 days before departure.

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**Payment schedule:**

Time before departure date	Payment rate
365-246 days before	10%
245 - 181 days before	20%
180 - 121 days before	30%
120 - 61 days before	40%
60 days before	100%

To confirm a booking a non-refundable payment of the per person price is required before departure

3. Group cancellation or Amendment Policies:**3.1. Individual Cancellation & Amendment Policies:**

- Cancellation between 365 - 91 days: 20% charge
- Cancellation between 90 - 61 days: 30% charge
- Cancellation between 60 - 31 days: 50% charge
- Cancellation between 30 - 0 days: 100% charge

Reservation Changes and Adjustments:

- Sjourney allows amending one-time change (01) of the departure date at least 90 days prior to the originally confirmed departure date is free of charge subject to other confirmed travel details remaining unchanged.
- Sjourney allows replacing one time passenger name (01) of a confirmed booking until 30 days prior to departure without charge. The change of passenger names below 30 days until the train is not possible and cancellation charges apply, if any.

Note: If cancellation or postponement occurs due to a medical emergency or similar circumstances, the request will be referred to the Train Manager for review.

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3.2. Individual Cancellation or Amendment Policies:

3.2.1. Group Release:

- **275 days before departure:** the agent/group must provide an allocation sales update and release 20% of the unsold space (if a waitlist persists).
- **245 days before departure:** the agent/group must release a further 50% of the unsold space (if a waitlist persists).
- **180 days before departure:** the agent/group must provide final passenger lists, otherwise the train has a right to release 100% of the unsold space.

3.2.2. Group Cancellation or Amendment Policies:

Cancellation before departure date	Cancellation fee
365+ days	No charge
365 – 246 days	10%
245 – 181 days	40%
180 – 121 days	60%
120 – 0 days	100%

- In the event of failure to make a balance payment more than 61 days before departure, the entire advance payment will be forfeited.
- Sjourney allows amending one-time change (01) of the departure date at least 90 days prior to the originally confirmed departure date is free of charge subject to other confirmed travel details remaining unchanged.
- Sjourney allows replacing one time passenger name (01) of a confirmed booking until 30 days prior to departure without charge. The change of passenger names below 30 days until the train is not possible and cancellation charges apply, if any.

Note: If cancellation or postponement occurs due to a medical emergency or similar circumstances, the request will be referred to the Train Manager for review.

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General term & Condition:

1. Booking conditions

These Booking Conditions not only form the basis of the contract between you and SJourney Luxury Trains but also include our privacy policy. If you book your holiday through our website, our Terms of Use will apply. Additionally, any other written information we provide before confirming your booking will be considered to ensure you have a clear understand clearly ident when embarking on your journey.

2. Confirmation Bookings

To book, please contact inquiry@vietnamluxuryexpress.com or call **+84 (0) 97 5119466**.

- Upon written request via email and subject to availability, we will PROVISIONALLY book your place on the chosen date. Space is allocated and held BUT if another client requires a definite cabin, the holding agent/guest will be asked to confirm with a deposit payment or release the cabin. Upon written confirmation via email and a completed Reservation Form, confirmation details and a proforma invoice will be sent.
- Upon receipt of the relevant payment the booking will be CONFIRMED, and a confirmation invoice will be sent. On confirmation of a reservation, our Terms & Conditions will be deemed to have been accepted and will be strictly adhered to.

3. Cancellations Bookings

Cancellation of a confirmed booking received before departure is subject to a fee of the per-person tour price. See Terms & Conditions. Cancellation insurance is compulsory as these fees will not be waived. We offer insurance to Vietnamese residents. For international guests, we suggest you contact your local insurance agent for assistance. Please bring a copy of your travel insurance policy clearly stating the company, policy number, and 24-hour medical emergency telephone number.

4. Booking Payment

- Payment can be made via bank transfer or credit card. Details are provided at the time of booking.
- Due to the high cost of credit card charges in Vietnam, we prefer that all clients pay via bank transfer. Please reference the payment with your full booking reference number and email proof.
- We are a private Vietnamese company and reserve the right to charge/refund in VND. As legally required, refunds are processed into the same account from which the initial payment was received.

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- All credit card payments for all journeys are processed/refunded in VND. SJourney is not liable for any loss in currency due to rate of exchange fluctuations.

5. Pre-Departure

- Arrangements for our tours are made many months in advance and occasionally changes may have to be made (including but not limited to the cancellation and/or substitution of guest speakers), and we reserve the right to do so at any time. Most of these changes will be insignificant (e.g., a modified service of carriages attached to a regular service train), and we will advise you or your travel agent of them as soon as possible.
- Changes: If we make an insignificant change to your holiday, we will make reasonable efforts to inform you or your travel agent as soon as reasonably possible if there is time before your departure, but we will have no liability to you. Examples of insignificant changes include alteration of your outward/return flight by less than 12 hours, changes to aircraft type, changes of accommodation to another of the same or higher standard, and changes of carriers. Please note that carriers such as airlines used in the brochure may be subject to change.
- Due to changes in airline schedules or other operating reasons after our tours are booked, it is sometimes necessary to change the airline, airport, or aircraft notified to you or your travel agent. Any changes to the actual airline after you have received your tickets will be notified to you as soon as possible and in all cases at check-in or the boarding gate. Such a change is deemed to be an insignificant change, and the provisions of clause 4.1 (as appropriate) shall apply.
- 4.4 If we have to make a significant change, we will tell you as soon as possible and if there is time to do so before departure, we will offer you the choice of: i) Accepting the changed arrangements; or ii) Having a refund of all monies paid; or iii) If available and where we offer one, accepting an offer of an alternative holiday (we will refund any price difference if the alternative is of a lower value).

6. Post-Departure

- On rail tours that include haulage by specific locomotives, travel in specific carriages, or on specific lines, whilst every effort will be made to ensure that these features are provided as advertised, there can be occasions when, for reasons outside of our control, the specific features cannot be provided. In this situation, we will endeavor to provide alternative traction, accommodations, or routing as the circumstances allow. If we cannot make suitable alternative arrangements or if you refuse to accept these for good reason, we will arrange to transport you back to your tour departure point or to the point our contracted services commence as soon as we reasonably can.

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- However, we and our agents at all times reserve the right to make such substitutions about aspects of the tour for mechanical, operating, or other matters required for reasons beyond our reasonable control (such as any war or terrorist activities (threatened or actual), riot, civil unrest, closure of airports, industrial action (threatened or actual), political conditions, natural or nuclear disaster, fire, adverse weather conditions, changes to or cancellation of air, river, sea, or rail services, or any other events outside our reasonable control).
- We reserve the right on occasions (at our sole discretion), due to effective load management procedures on the train, to provide cabin upgrades for selected passengers without additional charge. Such cabin upgrades are not guaranteed, cannot be requested, and may only be notified on the first day of the tour.
- We and our agents at all times reserve the right, without liability to you, to cancel and/or amend any program of guest speakers without notice to you and this shall always be a minor change. For the avoidance of doubt, you shall not be entitled to cancel your tour and/or any refund of monies paid by you, due to the cancellation and/or amendment to a program of guest speakers. If you cancel your tour due to such reasons, the cancellation charges shall apply.
- If we become unable to provide a significant proportion of the arrangements that you have booked with us after you have departed, we will, if possible, make alternative arrangements for you at no extra charge and where those alternative arrangements are of a lower standard, provide you with an appropriate price reduction.

7. Scheduling, Route & Excursion

- SJourney is solely reliant on the traction and railway services provided by Vietnam's national railway. Our hands are regrettably tied when these services fail, be they due to locomotives, signals, overhead power-cable damage and/or theft, vandalism, electricity outages, railway tracks, or any other issue. Delays can occur due to our reliance on these national organizations. SJourney is not responsible and cannot be held liable for any delays or changes in tour arrangements that may be caused by natural or other factors beyond the control of SJourney.
- SJourney reserves the right to cancel or amend our route, any excursions, and the tour departure dates provided we can offer the passenger alternative excursions or departure dates. SJourney cannot guarantee excursions or departure and arrival times. Our obligation to transport guests from departure to arrival points on schedule will override any commitment to excursions, although we will endeavor to carry out all the off-train experiences.

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- **We strongly caution against same-day air travel on departure/arrival days due to possible delays with flights or the train.**

8. Airfare & Transfer Conditions

The holiday package by train does not include airfares unless otherwise stated. All airfares are subject to availability and airline conditions apply. Our consultant may assist you in booking an appropriate flight or other service whenever possible that does not form part of a journey or (package) tour contract with us. You may book flights via any travel agent. We are not responsible and liable for any flight bookings, flight amendments, or consequences that arise through amendments or cancellation of flights by the supplier. Full details and conditions may be obtained from our reservation consultant or your travel agent regarding your flight booking. You must ensure your flight details are provided to us on time (see detailed Passenger Information section below). If you miss a flight or any other pre-booked transfer, you will be responsible for making your way to the journey/(package) tour departure point, at your own expense. Unless expressly stated in the itinerary, airport transfers may be group transfers scheduled to coincide with multiple flight arrival and departure times. Private transfers can be arranged at separate costs with the service provider and do not form part of the journey or (package) tour contract. Private transfers are not available in all locations. Please inquire about further details.

9. Complaints

- In the unlikely event that you do have a problem during your trip, please inform the train management immediately, who will endeavor to put things right. If you suffer any loss or damage to your luggage, please inform us immediately.
- If your complaint is not resolved locally and you wish to complain further, please send formal written notice of your complaint to SJourney's head office within 28 days of the end of your trip (giving your booking reference and all other relevant information). Failure to do so will affect our ability to investigate your complaint and could affect your rights under these conditions.

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10. Force Majeure

- Except where otherwise expressly stated in these conditions, we will not be liable or pay compensation if our contractual obligations are affected by any event which we or the supplier(s) of the service(s) in question could not, even with all due care, foresee or avoid. These events can include but are not limited to, war, terrorism, the threat of war, civil strife, fire, flood, or any other extreme weather conditions, and its consequences or the threat of such activity, riot, labor difficulties, the act of any government or other national or local authority including industrial dispute, lock closure, natural or nuclear disaster, chemical or biological disaster, adverse weather, sea, air, ice and river conditions, loss of power, epidemics or pandemics, inability to obtain any necessary license or consent, and delays caused by subcontractors and all similar events beyond our or the supplier(s) concerned control.
- In the case of a Force Majeure which makes it impossible or prevents fulfilling the booking contract at the time of travel or within a reasonable period before the travel date, the booking contract may be terminated by either party. Such an event also requires the existence of official announcements by national or international authorities (for example, the issuing of travel warnings, declarations of risk, or [partial] state of emergency) at the time of travel, within a reasonable timeline before the travel date or ceases to exist. In such an event, SJourney will issue a future credit equal to the amount you paid us (less any non-refundable third-party cost, if any).
- Please note that you will not be entitled to a cash refund. Travel agents or resellers who book on behalf of a guest and have not paid us cancellation charges if any, when terminating a booking contract due to Force Majeure, will not be offered a refund in the form of a future credit unless open charges have been balanced in return.

11. Loss Or Damage of Property

SJourney provides safekeeping for valuables aboard a train and encourages passengers to deposit any jewelry or other valuables brought aboard the train in the provided in-room safety box. SJourney shall not be liable for any loss of or damage to money, jewelry, precious stones, securities, financial instruments, tickets, or other valuables unless stored in in-room safety boxes. The value of articles shall not exceed 500 USD unless SJourney agrees in writing to a higher value for the articles. Items exceeding the limit of 500 USD must be handed to the train's management for safekeeping and a receipt shall be issued. Settlements of reimbursable claims for lost belongings will be made based on actual cash value (replacement cost less depreciation). Settlements of reimbursable claims for damaged items will be based on the cost of repair or actual cash value, whichever is less.

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No amount shall be paid in settlement of any claim without proof of the actual cash value or repair cost as appropriate arising from the loss or damage. Such proof must be sent to SJourney in writing and SJourney's liability must be proven before any settlement will be paid. SJourney shall have no liability for loss or damage to baggage or personal effects. Personal belongings lost while unattended in public lounges or other public areas, whether on board the train or elsewhere, are not reimbursable. Losses due to ordinary wear and tear, perils of the journey, and other acts of God are not reimbursable.

12. Travel Documents / Booking Confirmation

You must have valid travel documents, including a valid booking confirmation, before starting your journey or (package) tour or boarding a train, issued by SJourney or by any third party you booked your journey with and SJourney has issued valid travel documents to.

Travel documents are only valid for the dates and routes specified and must match the details shown on the travel document(s). Travel documents are non-transferable (unless expressly permitted by an agreement through third parties). Travel documents bearing unauthorized alterations are not valid for travel. They remain the property of the carrier, and if you fail in any material respect to comply with any condition, including but not limited to those governing its use, your travel document may be withdrawn or invalidated, requiring you to pay the full fare. There may be an administration charge for replacing any lost or damaged travel documents. Before commencing your journey, ensure you have received the latest and actual travel documents from us or any third party, including your booking confirmation and all relevant up-to-date travel documents such as: Itineraries, Embarkation information, Inclusions and exclusions, etc. which are available on SJourney's website and apply at the time of boarding.

13. Stopovers & Carriage Interruption

If you make a break during the carriage other than as permitted, you shall not be entitled to onward carriage to a refund or any other compensation from us.

14. Medical Condition & Disability

If you or any member of your party has any medical condition or disability that may affect your trip, please provide us with full details before booking confirmation so that SJourney can advise as to the suitability of any chosen arrangements. Acting reasonably, if we are unable to appropriately accommodate the needs of the person(s) concerned, we will not confirm your booking or if you did not give us full details at the time of booking, we reserve the right to cancel the booking and impose applicable cancellation charges when we become aware of these details.

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If your fitness to travel may be in doubt as a result of recent illness, surgery, injury, medical treatment, or an existing medical condition that may require treatment or assistance on board (including but not limited to additional oxygen, wheelchairs, assistance to use the bathrooms, assistance to get in or out of bed, medication administered via a needle other than well-managed diabetes) you must provide us with an up-to-date certificate from your doctor no later than 5 days before departure certifying that you are fit to travel and be accompanied by another passenger who can provide you with all the appropriate assistance you may need.

We may refuse carriage (and no refund or compensation shall be paid) if you have not provided the applicable certificate and/or are not accompanied by a suitable escorting person.

15. Medical Treatment

No doctors or nurses are employed by SJourney on a train. If a passenger requires medical attention during the trip, medical services will be provided at local facilities. Passengers shall be responsible for all costs and expenses of medical services, treatment, and medications.

SJourney shall have no liability whatsoever for any costs incurred in connection with medical services, or for the quality of care passengers receive. Passenger consents to treatment by medical professionals designated by SJourney, if the passenger is unable to request or authorize medical treatment and, in the opinion of the Train Manager, medical attention is necessary, solely at the expense of the passenger and without liability to SJourney.

16. Disabilities Or Pregnancy

SJourney does not discriminate against persons based on disability. SJourney is unable to accommodate women past their sixth month of pregnancy. Passengers with mobility impairments must be accompanied by someone who can assist passengers, on land and board the train, and is responsible for providing passengers with all necessary aid and facilities. If any such condition arises after the journey is booked, the passenger is required to advise SJourney in writing immediately. SJourney trains are not handicapped accessible. SJourney and all personnel aboard the train shall have no liability to passengers relating to such condition or its treatment.

17. Travel Insurance

Passengers must be fully insured to cover any risk of medical expenses and repatriation (which includes remains), and SJourney is in no way responsible for such liabilities. We strongly recommend passengers purchase travel insurance to also cover any risk of unforeseen cancellation charges.

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18. Passport & Visa

It is your responsibility to check and fulfill the passport, visa, health (including vaccinations, vaccination certificate requirements, and anti-malarial medication), and immigration requirements applicable to your travel itinerary. You must check the requirements for your specific circumstances with the relevant embassies and/or consulates and your doctor as applicable.

Requirements do change and you must check the up-to-date position in good time before departure.

We do not accept any responsibility if you cannot travel or incur any other loss because you have not complied with any passport, visa, immigration requirements, or health formalities. You agree to reimburse us on demand for any fines or other losses that we incur because you fail to comply with any passport, visa, immigration requirements, or health formalities.

Passenger Information and Data Protection:

To process your booking, you will need to provide us with personal information. We will need to provide your personal information to service providers, as well as customs and immigration authorities. We may also provide personal information to security and credit-checking organizations. Some of the people to whom we provide your personal information are in countries that may not provide the same level of protection as in your country of residence.

By making a booking, you give us your consent to use and disclose personal information.

SJourney requests the submission of personal details (at least) of the leading traveling guests upon receipt of the booking confirmation. Travel agents must provide this information on behalf of the passenger. If the booker fails to provide the requested information, SJourney reserves the right to withdraw the confirmation without any obligation.

We request you to provide full details of all traveling guests 14 days before arrival at the destination or starting date of a tour or journey booked with us. We shall have the right to inspect your passport, visa, and travel documents to ensure that you fulfill all requirements for any country in or through which your trip is to take place.

If you or the travel agent making the booking on your behalf are unable to fulfill any such requirements, fail to comply with these requirements, or fail to submit required travel documents at the requested timelines, we reserve the right to apply a reasonable service charge or may refuse guests' boarding with full cancellation charge with no further liability.

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19. Animals

Animals and livestock are not allowed on board and will not be carried on any train.

20. Jurisdiction And Applicable Law

These Booking Conditions and any agreement to which they apply are governed in all respects by Vietnamese law. We both agree that any dispute, claim, or other matter which arises between us out of or in connection with your contract or booking will be dealt with by the Courts of Vietnam only.

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