

Pandaw Cruises Terms & Conditions

1. Though every effort will be made to ensure that the published itinerary is followed as closely as possible, given uncertain river and other local conditions, all schedules and itineraries may be subject to alterations and delays at short notice.
2. The ship's purser and captain are jointly responsible for passengers' comfort and safety. Passengers must accept their decisions and instructions.
3. Whilst our crew do everything in their power to facilitate landings, access to the ship at certain river stations can be difficult, with steep and sometimes slippery river banks. Elderly passengers should consult their doctor to ensure that they are fit for travel. Wheel chairs are not allowed.
4. In the case of water levels being too high or low or defects to the vessel beyond the control of the company an alternative itinerary will be offered to passengers after consultation between the ship's captain and the company's management, subject to accommodation and meals being maintained on board the vessel unless by prior agreement with the passenger.
5. Should it prove difficult to embark or disembark passengers at the scheduled points the company are not liable to bear any extra cost of transporting passengers to and from the revised point of embarkation or disembarkation unless passengers or their agents have purchased a complete package tour which includes land services from us. Any reason for changing the points of embarkation or disembarkation can not count as a reason for cancelling this contract.
6. Passengers should seek advice from their doctor regarding relevant inoculations and prophylactics for travel to these countries.
7. Passengers must be fully insured to cover any risk of medical expenses and repatriation (which includes repatriation of remains) and the Company is in no way responsible for such liabilities. Passengers must settle before departure any medical bills incurred whilst on a company ship for doctor's attendance, drugs supplied, and any other medical facilities provided by the company for the passenger.
8. Once a booking has been received through a sales agent or directly from the passenger a contract exists between the Company and the passenger and these terms and conditions must be adhered to by both parties.
9. Unless otherwise agreed agents are responsible for the transfer of their passengers to and from the ship on time and in the event of a late arrival the ship is not obliged to delay departure thereby upsetting tight schedules.
10. The company accept no liability or responsibility for loss or damage to passenger's property whilst on board a company vessel or whilst in transit to and from the vessel. Passengers are required to have taken out a valid travel insurance policy to cover any such claims.
11. During the river stops on the company provide an guide service in the English language. Foreign language guides must be pre booked and there may be extra charges for this. Personal guides must be booked at normal rates in passenger accommodation.
12. The company reserve the right to refuse to allow anyone on board if a ticket can not be produced and the company can not guarantee the exact allocation of cabins and deck location which may in the event of extenuating circumstances differ from the cabin number indicated on the ticket.
13. Within the ticket price fuel costs have been calculated on average prices as of the publication of this document. Should fuel prices rise by more than 10% the company will be entitled to impose a fuel supplement equivalent to the amount by which the fuel price exceeds the price allowed for in the contract.
14. It is not permitted to allow any breed of animal on board.
15. Infants below the age of 4 years may sleep in their parent's cabin without extra charge but the company can not guarantee the availability of a cot. Children of 4 years and + must solely occupy a berth and pay full rate.
16. In the event of a dispute the law of the country in which the vessel is operating will apply.
17. The company reserves the right to change the vessel without notice.
18. Payment terms and cancellation policy is printed on an invoice issued for each booking whether for an individual or for a group. Passengers and their agents must abide these terms and the company reserve the right to either cancel an existing reservation or to refuse passage in the event that these terms have not been adhered to.
19. In the event that one passenger enters into a commercial or other form of relationship or arrangement with another passenger the company is no way liable for the obligations of one passenger to another passenger or any claim arising thereof.
20. For cruise departures where occupancy is less than 5 cabins the company reserve the right to cancel the departure giving all passengers with confirmed bookings 30 days prior notice of this intention. An alternative departure date will be offered subject to availability. If this alternative date is not acceptable to the passenger any downpayments made for the cancelled cruise will be refunded. In the event that a passenger has cancelled and paid cancellation fees and the Company subsequently cancel that departure then any cancellation fees (and down payment) will be refunded in full on the request of the passenger.
21. The company reserves the right to change a cabin allocated without notice and in the event that a passenger is downgraded to a cheaper cabin then the difference in cost between the cabins will be refunded to the passenger or the passenger's agents.
22. All passengers must present a valid Pandaw Cruises ticket on embarkation. Passengers failing to present a valid ticket will not be carried on a Pandaw ship. Attached to all tickets are annexed an itinerary, terms and conditions of carriage and passenger pre cruise information. All agents must ensure that these annexes in their original form are included with a ticket. Agent vouchers will not be accepted in lieu of producing a valid Pandaw ticket.
23. All passengers or their agents are required to submit full passenger data online one month prior to departure. The content requirement for this may vary from destination country to destination country but in all cases includes passport details. Note that in destinations involving border crossings the company will not carry passengers who have not input this data by 14 days prior to departure and the booking will be cancelled and any payments made forfeited. Passengers who have transfers to and from air ports at start and end of their cruise or for pre or post cruise hotel booking made direct with us must inform us of their flight numbers and arrival times on the online passenger data page by 14 days prior to departure or the company will not be obliged to arrange said transfers.
24. In the event that a final payment is not made by the time specified on the invoice and after if reasonable warning the booking will be cancelled and any deposits held forfeited. Tickets are only issued on receipt of full payment and passengers attempting to embark without a valid ticket will not be carried.
25. Passengers who fail to check in at any rendezvous points designated on ticketed itineraries will be treated as 'no show' and must make their own way to join the ship. Note that in Vietnam in the event of a no show the port authorities will delete the names from the passenger manifest and it will not be possible to carry these passengers.

26. Force Majeure: in the case of circumstances beyond normal control, such as war, civil or political unrest, strikes, catastrophes, epidemics or disruption to fuel supplies for the vessel, the Company may cancel the cruise and there will be a full refund of all monies paid by the passenger. In the event of a cruise being cancelled as a result of the above force majeure situations following the commencement of that cruise period then monies will not be refunded.