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1. The Privacy Policy

What This Privacy Policy Covers:

- This policy covers how Mandarin's team Management treats personal information that Mandarin's team Management collects and receives, including information related to your past use of the Mandarin Cruises – Cruise Trans Vincab products and services. Personal information is information about you that is personally identifiable like your name, address, email address, or phone number, and that is not otherwise publicly available.
- This policy does not apply to the practices of companies that the Mandarin's team Management does not own or control or to people that the Mandarin's team Management does not employ or manage.

Information Collection and Use:

- Mandarin's team Management collects personal information when you register/visit the Mandarin's team Management website's pages or the pages of certain of theMandarin's team Management partners, when you use Mandarin Cruises – Cruise Trans Vincab products or services. The Mandarin's team Management may combine information about you that we have with information we obtain from business partners or other companies.

- When you register we ask for information such as your name, email address, birth date, gender, occupation and personal interests. For some products and service we may also ask for your address. Once you register with Mandarin Cruises – Cruise Trans Vincab and sign into our services, you are not anonymous to us.
- The Mandarin’s team Management collects information about your transactions with us and with some of our business partners, including information about your use of products and services that we offer.
- Mandarin’s team Management automatically receives and records information on our server logs from your browser, including your IP address, cookie information, and the page you request.
- The Mandarin’s team Management uses information for the following general purposes: to customize the advertising and content you see, fulfil your requests for products and services, improve our services, contact you, conduct research, and provide anonymous reporting for internal and external clients.

Information Sharing and Disclosure:

Mandarin’s team Management does not rent, sell, or share personal information about you with other people or non-affiliated companies except to provide products or services you've requested, when we have your permission, or under the following circumstances:

- We provide the information to trusted partners who work on behalf of or with the Mandarin’s team Management under confidentiality agreements. These companies may use your personal information to help Mandarin Cruises – Cruise Trans Vincab communicate with you about offers from Mandarin Cruises – Cruise Trans Vincab and our partners. However, these companies do not have any independent right to share this information.
- We respond to subpoenas, court orders, or legal process, or to establish or exercise our legal rights or defend against legal claims.

- We believe it is necessary to share information in order to investigate, prevent, or take action regarding illegal activities, suspected fraud, situations involving potential threats to the physical safety of any person, violations of the Mandarin's team Management Terms & Conditions, or as otherwise required by law.
- We transfer information about you if the Mandarin's team Management is acquired by or merged with another company.
- Mandarin's team Management displays targeted advertisements based on personal information.

Cookies:

- Mandarin's team Management may set and access the Mandarin's team Management cookies on your computer.

2. Confidentiality and Security

- We limit access to personal information about you to employees who we believe reasonably need to come into contact with that information to provide products or services to you or in order to do their jobs.
- We have physical, electronic, and procedural safeguards that comply with regulations to protect personal information about you.

3. Changes to this Privacy Policy

Mandarin's team Management may update this policy. We will notify you about significant changes in the way we treat personal information by placing a prominent notice on our site.

4. Links

All links provided from mandarin-cruises.com are done so in good faith, to offer an additional facility to visitors of this site. Mandarin's team Management is not responsible for any content held within any such websites, nor for any links contained in them. The inclusion of external links does not signify any endorsement by Mandarin's team Management.

5. Questions and Suggestions

If you have questions or suggestions, please can contact us at:

Mandarin's team Management

Legal Department

363 Nguyen Van Thoai, Chau Phu B,

Chau Doc city, An Giang Province, Vietnam

Phone: 0292.3752436 or +84939777833

Email: mandarin-cruises.vn@gmail.com or sales1@mandarin-cruises.com

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- no information is modified
- Mandarin Cruises – Cruise Trans Vincab trademark is appended to all copies

7. Business Registration

Registered Name: CÔNG TY TNHH TRUNG CHUYỂN ĐƯỜNG SÔNG CAM VIỆT

Registered Address: Số 363 Nguyễn Văn Thoại, Khóm Châu Thới 2, Phường Châu Phú B, Thành phố Châu Đốc, Tỉnh An Giang, Việt Nam

Tax Code: 1601909190

Founding date: July 02, 2014

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Effective Date: from October 2017

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TERMS & CONDITIONS

1. Parties

This contract is entered between you and Vincab Co.,Ltd. Our investment license Number is 1601909190, issued by DP and IPC of An Giang, with it's head office located at 363 Nguyen Van Thoai, Chau Doc City, An Giang Province. The present terms and conditions apply only to bookings made via our website: www.mandarincruises.com

2. Itinerary

We always transfer guests by cruise at some Harbors as : Sunrise Palace, Victoria Port, Sisowath Harbor.

3. Stop at

Kaamsanor Border, Vinh Xuong Border. Guests can share seats on board with no specific seat number.

4. Service

Vincab Management agrees to supply to you transportation, food and beverage. All detail and bookings, please address to:

- Reservation Department
- Phone: 0292.3752436 or +84 939777833
- Email: mandarin cruises vn@gmail.com or sales1@mandarin cruises.com

5. Rate

All rates will be paid by VND currency due to the law of Vietnam Government and we could revised at anytime without any notice by the change of oil prices, Government tax and services fee.

6. Child Policy

- Under 5 : free of charge (no private seat)
- From 5 to 12 : 50% of a ticket rate
- Above 12 : adult rate

7. Transfer and Visa

We have free transfer from hotels to Harbor and the opposite way, please fill out the blank of your hotel in Chau Doc only for your own sake. Time for transferring in the morning is always at 6.30 AM, please be well prepared before we can come to pick you up. Evisa is not accepted in the borders we get

through. You should get the visa before check in Viet Nam but you can get the visa for check in Cambodia easily at Kaamsanor Immigration. Visa is \$30 for travelling, valuing for 01 month and \$5 for service fee for Cambodia check in. Visa for Viet Nam check in, please learn more at <http://mandarincruises.com/phnom-penh-chau-doc.html>

8. Secure

All your information of identification, credit card.... are in well secured by us and our supplier to protect your travelling. By secure your bookings with a credit card or paypal you have already guaranteed your reservation.

9. Insurance

Please note that we do not responsible for some cases from suffered guests by on board accident but we may held responsible for a specific case with 30.000.000 vnd/ case.

10. Cancellation and no show policy

- Cancellation by Us: In terms of some situations that we can not provide you the service due to weather, war, unpredictable cases... we will offer you the equal service or refund 100% of charge by cash or by Paypal (if you paid by bank account, it will be deposited in your bank account in 07 days. If you paid by Paypal account, it will be deposited in your Paypal account in 03 days), but we are not responsible for the refund fee.
- If you cancel tickets 04 days or more before departure we will refund 100% of charge by cash or by Paypal (if you paid by bank account, it will be deposited in your bank account in 07 days. If you paid by Paypal account, it will be deposited in your Paypal account in 03 days), but we are not responsible for the refund fee.

- If you cancel tickets 03 or 02 days before departure we will not refund but You can change the original date of the tickets to another date (sooner or later) but it must be available in our condition, we will try our best to fit your travelling plan (you can change the date one time only).
- You can not cancel or change the date 01 day before departure.
- No show guest will not get the refund.
- Exception: promotion tickets are not refundable.
- Mandarin Management could refuse your participation on board if we notice any drugs, weapons, illegal package.... or self uncontrolling at any time in order to protect the safety of the other guests.

11. Effective Date of The Contract

The contract shall be effective upon the booking, considering that no reservation on the Mandarin's team Management website is possible, unless you have read and accepted the present Standard Internet Terms & Conditions.

12. Governing Law and Jurisdiction

The law governing the contract is the law of Vietnam. Any dispute, controversy or claim relating to the contract shall be resolved by one or more arbitrators appointed in accordance with the Rules of Conciliation and Arbitration of the Vietnam International Arbitration of the Chamber of Commerce. The Arbitration shall take place in Ho Chi Minh City, Vietnam, and shall be held in English.

Mandarin's team Management.