



GENERAL CONDITIONS OF SALES

1. GENERAL

The general terms and conditions described below form an integral part of any service contract concluded between a client, natural or legal person (commonly referred to below as the "**Customer**"), and the Angkor et Nature Voyage Company. ,(hereinafter referred as "**ANV**"). The conclusion by the customer of a contract, whether written or verbal, with ANV implies that the customer has read, understood and voluntarily adhered to these terms and conditions of sale.

2. BOOKING REQUEST

Any reservation request on the Angkor et Nature Voyage website must be made expressly by e-mail to our team from our Contact section or via the Request Quote button on our travel programs.

Feel free to be specific in your request and to give detailed information on your desires. This information will allow us to organize your trip in the best conditions. So, do not hesitate to include information about your international flights, accommodation or the type of accommodation you prefer and any other services you may need.

3. VALIDITY OF PRICES

All prices mentioned in the ANV quote sent to Customers are in USD or EUROS. ANV guarantees the validity of the tariffs, invoices or documents given to the Customer at the time of delivery to the Customer, but they may be subject to a readjustment in certain cases of force majeure (significant fluctuation of the exchange rate, promulgation of a new state fee, etc.), with or without notice in advance from us.

4. REGISTRATION AND PAYMENT

a. We thank you for sending us the attached registration form duly completed and signed.
b. A deposit of 50% of the total amount of the trip must be paid upon registration.
Payment to ANV is made only by transfer. Reservations will be confirmed after receipt of your registration form and the deposit. The payment of the balance will be settled on your arrival in Cambodia without a reminder from us. If a reservation is made less than 45 days before departure, the entire amount must be paid at the time of registration.

5. SERVICES

The services provided by ANV consist of the implementation of travel programs that are either pre-established by it and accepted by the customer, or built in consultation with the customer taking into account the specific needs of the latter. ANV undertakes to provide all the services expressly stated in the travel program agreed with the customer in favor of the customer.

6. RESERVATION AND CONFIRMATION

All bookings are to be made at the Headquarters of Angkor et Nature Voyage. Upon confirmation of the service, an invoice will be issued to the Client / Agency by ANV and will be sent to the Customer by fax or e-mail. Registration must be accompanied by a

deposit of 50% of the total cost of the trip. Otherwise, ANV reserves the right to cancel the trip and to retain all the deposit deposited by the Client / Agency. In case of registration less than one month before the arrival or the beginning of the program, the whole or half of the price of the trip is then to pay immediately.

7. PAYMENT

The Customer may pay for his trip in cash, bank transfer or credit card, only after agreement of both parties. All costs incurred by these payments are the responsibility of the Customer. Please contact our travel counselors for more information.

8. CANCELLATION

- CANCELLATION BY THE CUSTOMER

If you are obliged to cancel your trip, you must inform ANV by any written means, to have an acknowledgment of receipt. It is the date of issue of the writing that will be retained as the cancellation date to bill cancellation fees.

The Customer agrees to pay the cancellation fee for any reason with the following penalty rates.

More than 61 days before the start of the program	no penalty will be applied
From 60 to 46 days before the start of the program	10% of the total amount of the trip
From 45 to 31 days before the start of the program	30% of the total amount of the trip
From 30 to 8 days before the beginning of the program	50% of the total amount of the trip
From 7 days before the start of the program	100% of the program price

This rule is applied to all services reserved by the Customer to ANV. The reimbursement of ANV to the Customer will be made by bank transfer and the cost of the related bank charges will be borne by the Customer.

- CANCELLATION BY ANV

The contract awarded on the services rendered by ANV may be canceled on our own for reasons related to a situation of force majeure: political, health, natural disaster, aircraft, etc. In all cases of cancellation, registrants are fully reimbursed but cannot claim any compensation.

9. INSURANCE

Angkor et Nature Voyage is a responsive agency and we do not deal with insurance and assistance contracts. It is therefore recommended to contract from your country to trigger your insurance and assert your rights. Yet, we fully play the role of intermediary between your insurer and our service providers. Thank you to inform us about your contract with your Insurer if necessary. ANV acts as an on-site agency for hotels, transport and other services with which we are constantly in contact. However, ANV can in no way be held responsible for the injuries of travelers during their travels, as well as theft or loss. The persons participating in a circuit declare to have taken knowledge of these provisions, and thus commit to that ANV is not exposed to any prosecution concerning flights, losses, damages to the goods and to the person in relation with the housing, transport or other services.

10. RESPONSIBILITY

ANV undertakes to provide the Customer with all the services mentioned in the quote / contract given by ANV. During the journey, the Customer must comply with the regulations announced by the guide or by the person in charge of the service provider. Everything that happens outside the program or the contractual framework is not the responsibility of ANV. ANV cannot be held responsible for the consequences of events external to it, including: incidents or unforeseeable and insurmountable events of a third such as: wars, political unrest, external strikes, ANV, foreign riots at ANV, technical incidents or outside ANV, bad weather, delays, loss or personal theft of passengers. ANV cannot be held responsible in case of problems related to the document of identities, passports, visas or other missing or insufficient documents.

11. TRAVEL INFORMATION

Each traveler has the responsibility to have, according to his personal situation and his nationality, the identity documents necessary for the accomplishment of his journey and that he has followed the sanitary formalities required.

- INFORMATION ON SAFETY AND HEALTH HAZARDS

It is better to regularly consult the "country sheet" of the French Ministry of Foreign Affairs relating to Cambodia or Asia if you travel to multiple destinations. You will find information on

www.diplomatie.fr or by phone at +33 (0) 43 17 86 86.

- SANITARY RISKS

Check regularly the information on the risks of the country or countries of your trip on the sites: www.sant.gouv.fr

Or on request at Angkor et Nature Voyage.

12. AMENDMENTS ASKED BY THE TRAVELER

BEFORE LEAVING

Any change to the service may result in additional charges.

13. MODIFICATION OF CIRCUITS

Angkor et Nature Voyage reserves the right before and after departure to cancel and modify a part of the circuit according to external events, to change hotels or means of transport without refund possible if such changes result from circumstances independent of the will of Angkor et Nature Voyages or if we consider them necessary for the safety of our travelers. In this case, the additional costs will be borne by the participants of the circuit. Nevertheless, Angkor and Nature Voyages undertakes to make every effort to make the minimum changes and to maintain, if necessary, standards of similar categories and qualities.

Angkor and Nature Voyage reserves the right not to accept or retain any traveler participating in an excursion if his behavior or the physical condition of that person prevents the smooth running of the stay, is detrimental to the safety of other travelers, or prevents the pleasure or interest of others. The person invited to leave a tour for the above reasons, will be responsible for the costs incurred by his departure from the tour or departure to his home.

14. DISPUTES

In case of difficulties, both parties must strive to find an amicable solution to their situation. In case of disputes and / or complaints, the "Court of the Kingdom of Cambodia" will be the only competent. According to Cambodia's tourism law, all tourist companies, including Angkor et Nature Voyage, must deposit a mandatory capital which is not usable by the agency and which is used to repay the customers directly in case we do not respect the contract and lose the lawsuit. All complaints must be submitted in writing no later than 30 days after the end of the services provided by ANV.

**Angkor et Nature Voyages – Street 7 – Old Market Area – Siem Reap –
Cambodia**

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www.angkoretnature

Despite all the seriousness we bring to the preparation of each of our trips, they always involve a risk of unforeseen that our agency can not predict, and which remains the prerogative of the trip.