

**Sam Veasna Conservation Stays Co., Ltd.**  
**Terms & Conditions**

Sam Veasna Conservation Stays Co., Ltd operates remote tours and hospitality services requiring advance payment and other arrangements with local communities. Tourism in these areas is often highly seasonal, with places on our tours limited in order to protect the delicate balance of nature and tourism. Cancellations result in a significant loss of income for Sam Veasna Conservation Stays and - by the nature of our business - a significant loss for the communities that we support. For this reason, we have a strict cancellation policy as described below. In addition to the mandatory accident and health insurance that we require for participation in our activities, we strongly recommend a general travel insurance policy covering cancellation of tours.

#### FARES AND PRICES

Your package has been priced based on your requested tour 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 keep an electronic copy of your receipt and ticket to present to the Sam Veasna Conservation Stays team if necessary.

#### CONTACT DETAILS

It is your responsibility to ensure that all contact details provided are correct. Before arrival, check your ticket to ensure we have your pick-up and drop-off addresses, date of arrival, the numbers of persons, and any special requirements you may have. To make any changes, contact [booking@gibbon.life](mailto:booking@gibbon.life)

#### GENERAL BOOKINGS

Prepayment is mandatory to secure bookings. All payments are non-refundable. In the event of a cancellation, rescheduling is permitted within a single one-year grace period, subject to availability.

#### PAYMENTS

1. **BANK TRANSFERS:** Sam Veasna Conservation Stays registered bank account and routing details will be provided at the time of booking if you choose to pay by bank transfer. Bank transfer charges must be met by the client.
2. **ONLINE:** 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/>
3. **CASH:** The US dollar is the only currency accepted. Failure to provide a cash payment before the start of the tour will result in immediate cancellation of the tour.

4. CREDIT CARD: A payment link will be provided at the time of booking; Sam Veasna Conservation Stays website uses Secure Socket Layer (SSL) protocol to ensure transaction security.

#### CREDIT CARD PRIVACY POLICY

Sam Veasna Conservation Stays 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

Sam Veasna Conservation Stays 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 Sam Veasna Conservation Stays 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

Sam Veasna Conservation Stays does not disclose any non-public 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 Sam Veasna Conservation Stays 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.