



Luxury Travel  
since 1927

## Vietnam and Cambodia to a T.

# ESSENTIAL TOUR INFORMATION

## PREPARING FOR YOUR TRIP

### Passports and Visas

A valid passport is required with a minimum validity of six months from your date of return. It is your responsibility to ensure that you meet necessary visa/permit entry requirements and pay all associated costs, unless it is stated that the costs are included in your tour price. Failure to obtain correct documentation may affect entry into certain countries on tour. APT suggests contacting the relevant consulates for the latest information on visa requirements, costs, and processing time. It is important to carry your passport and other travel documents in your hand luggage while travelling.

#### Vietnam Visas

All Australian and New Zealand passport holders must obtain a Vietnam visa. UK passport holders are exempt from needing a visa for stays of up to 45 days.

#### Cambodia Visas

All Australian, New Zealand and UK passport holders must obtain a Cambodian visa.

For further information on Vietnam and Cambodian visas please refer to the Visa Checklist, downloadable from APT's website: <https://www.aptouring.com/en-au/before-you-travel/visa-requirements>

#### Cambodian e-Arrival Customs Declaration

You are required to submit the Cambodia e-Arrival Card within seven days before your arrival. You will need to present the QR code generated at the immigration counter.

#### Instructions:

Visit the link: <https://www.arrival.gov.kh/> and complete the steps until the QR code is created.

#### Vietnam e-arrival Custom Declaration

As of April 15, 2026, if you are entering Vietnam via Tan Son Nhat International Airport (Ho Chi Minh City), you must complete a Digital Pre-Arrival Form online, within 72 hours of your arrival. You will not be able to apply for this until your visa has been granted. Once you have your QR Code, please print this out and keep it in your carry-on during your journey. You can complete the form here: <https://prearrival.immigration.gov.vn/>

### Travel Insurance

Travel insurance is not included in your holiday package. We strongly recommend that you take out comprehensive travel insurance that covers, without limitation, the full cost of your holiday, medical costs, medical evacuation, loss of luggage and any additional charges for cancellations due to both land and air disruptions, natural disasters and industrial actions such as strikes.

Please ensure that your insurance covers you for the entire duration of your trip, and check what circumstances and activities are not included in your policy. Please ensure that all pre-existing medical issues are declared to the insurer so that non-covered conditions are identified in advance. You should have the details recorded and accessible in the case of an emergency.

### Food and Beverages

Meals are included as per your tour itinerary. Breakfast is typically served buffet-style with hot and cold options. For land touring, lunches and dinners (when provided) may be served as buffets or set menus of two or three courses. Water, tea, and coffee are included with all meals. Welcome and farewell dinners include one alcoholic drink (house wine or beer). Additional drinks are at your own expense.

On board the Mekong Serenity, coffee and tea are available free of charge throughout the day and during meals. A selection of alcoholic and non-alcoholic beverages are available all day. Clean drinking water is also provided all day, so a reusable water bottle is highly recommended. French champagne, premium spirits and selected wines are offered at an additional cost.

### Dietary and Allergies

If you have any dietary requirements or allergies that need to be managed while travelling with APT, and you have not made these known already, please advise your booking agent as soon as possible, as well as your Tour Director upon arrival. Most suppliers require advance notice to accommodate these requirements and in some cases you may be required to fill out a form or waiver. Every effort will be made to fulfil requests, but these cannot always be guaranteed.

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## WHAT TO PACK

### Luggage

The luggage limit on your tour is one piece of luggage that does not exceed 160cm (63 inches) or weigh more than 20kg (44 pounds). Most portage is included in Vietnam and Cambodia, however, there are some hotels that cannot provide this service. We advise you to keep your luggage to a minimum weight as you will be required to manage your bags independently to or from the hotel lobby, airports, and on and off ships. An additional cost will be imposed to cover portage handling for any additional luggage or excess. Your Tour Director will advise you of the exact additional charge.

**Please note**, if your tour includes flights within Vietnam and Cambodia, most airlines have a luggage limit of 20kg. If this weight

is exceeded, an excess luggage fee may be charged at the time of check-in for each flight. If you lose luggage or personal belongings during your tour, please inform your Tour or Cruise Director immediately for assistance.

What you should pack depends on personal preference, Vietnam and Cambodia are conservative countries, so you should dress accordingly. As a general guideline, shoulders and knees should be covered when entering buildings of a religious nature and family homes. Most guests dress casually on tour. However, if the group is going into town, you may want to wear something a little dressier. You may also want to wear something slightly more formal for welcome dinners and cocktail evenings.

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## BEFORE YOU DEPART

### General Physical Fitness

APT cruises and tours in Vietnam and Cambodia can be physically demanding, especially due to the heat, humidity and developing infrastructure. Many of the sites you will visit require a high level of fitness, as well as good health and mobility, to fully participate. Some tours may not be appropriate if you have any certain medical conditions or mobility restrictions.

In some destinations, excursions involve extensive walking, including standing on your feet for extended periods, navigating uneven or loose ground, stairs, and steep inclines.

It is your responsibility to advise APT of any pre-existing medical conditions that may affect the normal conduct of a holiday package,

your enjoyment and that of other guests. You may be required to fill out a Health, Fitness and Mobility questionnaire to assist APT in assessing your abilities.

### Getting on/off the ship

During the Mekong River or Ha Long Bay cruises, you may need to board smaller boats to reach shore. At some ports, where infrastructure may be limited, you'll be required to walk up and down embankments.

### See your GP

Your GP or travel clinic is the best source of information about preventative measures, including vaccinations. We recommend consulting your GP or local travel clinic for detailed advice to ensure you are fully prepared before travelling.

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## AT THE AIRPORT AND IN THE AIR

### Reconfirmation of Flights

We recommend checking your booking on the airline's website to ensure there are no last-minute schedule changes. Your airline booking number can be found at the top of your e-ticket.

### Internal Flights

Flights within Vietnam or between Cambodia are included in the tour price as stated on your itinerary. These flights are booked by APT's ground operator, and the flight details will not appear on your final documentation. Your Tour Director or local guide will carry all necessary documents for these flights. Please note all flights included in your tour are in economy class there is a luggage limit of 20kg. If this weight is exceeded, an excess luggage fee may be charged at the time of check-in for each flight.

### Delayed or Missed Flights

In the unfortunate event that you miss your flight or that you are delayed substantially, please advise the airline representative that you are booked on a group tour with a specific start location, date and time. Be sure to advise APT of your new travel arrangements immediately.

### Airport Transfers

If your arrival transfers are confirmed, a local representative will greet you at the airport, holding an APT sign. If you cannot find your representative, refer to your itinerary for the relevant contact number. If you miss the pre-booked transfer, you will need to arrange and pay for your own transport to and from the hotel.

### Fast Track On Arrival Service

The Fast Track on Arrival service is included for tours starting in Vietnam, provided you meet the APT transfer requirements and arrive in the tour's starting city on an international flight. A representative will greet you upon disembarking the aircraft and guide you through customs and immigration. To ensure you receive the Arrival and Departure transfers and Fast Track service, you must provide APT with your flight details at least 60 days before departure. If flight details are not received by this time, we cannot guarantee the service or transfers. Transfers cannot be rerouted to other pick-up points or destinations, and no refund will be given for unused transfers or Fast Track on Arrival services.

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## CRUISE INFORMATION

### Mekong Cruise Direction

Ho Chi Minh City – Siem Reap  
Cruise registration: 10.30am  
Cruise checkout: 8am

Disembark ship in Kampong Cham from 8am and arrive in Siem Reap from 1.30pm

Siem Reap – Ho Chi Minh City  
Cruise registration: 7.15am  
Cruise checkout: 8am

Disembark ship in My Tho from 8am and arrive in Ho Chi Minh City from 10.30am

The journey from Siem Reap to Kampong Cham Port (or vice versa) takes approximately five hours by coach, with two toilet breaks along the way.

### Cruise Only Guests (VEMR08/VEM08)

You cannot make your own way to the port to board the cruise ship. Instead, you will need to go to the APT tour hotel in either Siem Reap or Ho Chi Minh City. Please refer to your itinerary for hotel details.

### Ho Chi Minh City – Siem Reap

Flights must arrive in Ho Chi Minh City by 8am for the 10am cruise registration (a pre-tour night is recommended). Flights must depart Siem Reap after 5pm.

### Siem Reap – Ho Chi Minh City

Flights must arrive in Siem Reap the day prior (a pre-tour night is required) as Cruise Registration is at 7.15am. Flights must depart Ho Chi Minh City after 2pm.

**Please note**, cruise registrations are subject to change without notice, for the most accurate information please refer to your final itinerary.

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## STAYING HEALTHY ON TOUR

### See Your GP

It's important to be in good health before you travel and maintain it by practising good hygiene throughout your tour. Good hygiene helps prevent the spread of common viral infections, such as respiratory and gastrointestinal illnesses, which can quickly affect a tour group. APT is committed to reducing the spread of illness and asks that you follow our recommendations for a safe and enjoyable holiday. We also recommend bringing a personal medical kit.

### APT Health and Safety Protocol

APT has a Health and Safety Protocol that all our Tour Directors are required to follow. If you happen to feel unwell during the tour, please let your Tour Director know so they can support you and help you recover. For more information, please read our Health and Wellbeing information on our website: <https://www.aptouring.com/en-au/before-you-travel/health-and-wellbeing>

### Water and Food Safety

Tap water in Vietnam and Cambodia is generally not recommended to drink. Be mindful of different meals you will consume day to day while on holiday. It's a good idea to pack some medicine to alleviate the symptoms of an upset stomach from eating foods that are not a part

of your regular diet. It is best to drink bottled or filtered water when travelling. Always ensure the seal is intact prior to consuming. Bottled or filtered water should always be used for cleaning your teeth, unless you are specifically advised the tap water is safe for this purpose. If you are unsure, please ask your Tour Director.

### Street Food

When visiting countries where you are unsure about general hygiene, please take care when buying food from street vendors or in small restaurants away from your hotel, cruise ship or recommended venues. At these places, avoid raw fruit and vegetables, dairy products (including ice cream) as well as meat and fish not properly cooked. In general, it is safe to eat cooked meats and vegetables prepared in tourist hotels and tourist area restaurants. Fruit that you peel yourself is considered safe. You can feel safe eating anything served to you at the tour hotels and while on board your cruise. Never buy alcohol from street vendors.

### Sun Exposure and Dehydration

Weather conditions may vary during the tour. To prevent dehydration, it's important to drink plenty of water. A hat and high-quality sunscreen are essential to protect against sunburn, even on overcast days. Please bring a refillable water bottle to stay hydrated.

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## MEKONG SERENITY

### Docking Position

During port stops, river cruise ships may be docked side by side, obstructing views and requiring you to pass through other ships to embark and disembark. River ships may moor overnight midstream rather than at a port. Ports are not official docking facilities, and your river cruise ship will moor alongside embankments.

### Onboard Information

#### Dining

All meals aboard your cruise are included and prepared by APT's onboard chefs. Meals are served in a single seating in the dining room, and table reservations are not available. Each guest has one opportunity to enjoy a five-course dinner at the alternative restaurant, 'Indochine.' Seating is limited each night, with bookings made on board.

#### Internet

The Mekong Serenity is equipped with internet facilities, Wi-F is also available. As all ships use a satellite system and, due to the

remoteness of the cruise, the service may not always be available. Routing may cause reception to be restricted at times in certain areas.

### Medical Assistance

There are no medical personnel on board the ships in Vietnam, but shore-based services are accessible nearby. Guests are responsible for all medical costs, including practitioner visits to the ship. APT is not responsible for the quality of care provided. For this reason, travel insurance is recommended.

### Laundry

Guests may have two garments laundered per person daily, with additional laundry services available at suite-listed prices. Dry cleaning and self-service laundry are not available, and irons cannot be used in suites for safety reasons. Due to the cruise's remote location, laundry prices may be higher than usual.

### Adaptors and Electricity

The Mekong Serenity has European sockets.

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## CURRENCY

### Vietnam

Vietnam's official currency is the Dong. When travelling to Vietnam, it's recommended to carry Vietnamese Dong, as it is more likely to be accepted at smaller markets and stores along the Mekong River. Alternatively, US dollars may offer the best exchange rate when converting to local currency.

### Cambodia

The official currency is the Cambodian Riel, however, most businesses prefer US dollars to be used for all purchases. When withdrawing money from an ATM in Cambodia, US dollars will be dispensed.

It is recommended to carry smaller denominations of US dollars (\$1, \$5 and \$10) as it may be difficult to get change. Coins are not commonly used in Cambodia. Ensure your US currency is in good condition, as sellers may not accept dirty or torn notes.

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## USEFUL TRAVEL WEBSITES

### Customs

**Australia:** [homeaffairs.gov.au](http://homeaffairs.gov.au)

**New Zealand:** [customs.govt.nz](http://customs.govt.nz)

**UK:** [gov.uk](http://gov.uk)

### Travel Advisory and Visa Information

**Australia:** [smartraveller.gov.au](http://smartraveller.gov.au)

**New Zealand:** [safetravel.govt.nz](http://safetravel.govt.nz)

**UK:** [gov.uk/foreign-travel-advice](http://gov.uk/foreign-travel-advice)



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This document is designed as a guideline to assist you when preparing for your tour. Much of the information within is subject to change and while all care has been taken to ensure all information is correct at time of printing, we cannot take responsibility for any subsequent changes. Printed in Australia. Effective May 2026. Australian Pacific Touring Pty Ltd. ABN 44 004 684 619. ATIA accreditation #A10825. APT-7455

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