



Luxury Travel
since 1927

Vietnam & Cambodia to a T.

ESSENTIAL TOUR INFORMATION

PREPARING FOR YOUR TRIP

Passports

Ensure your passport is current and valid for at least six months beyond your return date. Carry your passport, along with other travel documents, in your hand luggage. Keep photocopies in a separate bag and leave a copy with family or friends for emergencies. Provide your full name exactly as it appears on your passport, including middle names, to avoid name change fees. APT is not liable for delays or missed parts of your holiday due to incorrect travel documents or visas.

Travel Insurance

Travel insurance is not included in your holiday package. We recommend purchasing comprehensive travel insurance that covers the full cost of your holiday, medical expenses (including COVID-19 and medical evacuation), lost luggage, cancellation fees for land and air bookings, and disruptions caused by natural disasters that occur before you depart. Verify that your policy covers the entire duration of your travel and review any exclusions, including specific circumstances or activities not covered. Record the details of your policy and have it accessible at all times as you travel.

Ensure all pre-existing medical issues are declared to the insurer so that non-covered conditions are ascertained in advance. APT will not be liable for any direct or indirect costs incurred as a result of events or factors beyond our control.

Visas

Before departure, check with the appropriate consulates to confirm you have the required visas for all countries included in your holiday package.

Vietnam Visas

All Australian and New Zealand passport holders must obtain a Vietnam visa. We recommend you apply for an electronic visa (e-Visa)

online at least 30 days prior to departure. A multiple-entry e-Visa is required for certain itineraries that include multiple entries into Vietnam. UK passport holders are exempt from needing a visa for stays of up to 45 days.

Please refer to your Tour Code on your booking information and the visa checklist provided at the time of booking for specific instructions regarding the appropriate visa application. For visa purposes the border crossing point in Vietnam is Ving Xuong Landport

For further information on applying for a Vietnam visa prior to your departure, please visit the following website:

<https://evisa.gov.vn>

Cambodia Visas

All Australian, New Zealand and UK passport holders must obtain a Cambodian visa. You can apply for an e-Visa online or obtain a Tourist Visa upon arrival at Siem Reap International Airport. If you are obtaining your visa at the airport, you will be required to pay cash (in USD). If you are entering Cambodia on the Mekong River, you must obtain a tourist visa on board. The fee will be charged to your onboard account and settled upon checkout. Please note: a Cambodia e-Visa is only accepted when entering the country through the airport.

Passport holders who are not Australian, New Zealand, or UK citizens should contact their local consulate to verify visa requirements.

Please note: Entry and exit conditions can change at short notice. You should contact the nearest embassy or consulate of Vietnam for the latest details.

For further information or queries on how to apply for a visa prior to your departure, please visit the following websites:

Australia: smartraveller.gov.au

New Zealand: safetravel.govt.nz

United Kingdom: gov.uk/browse/visas-immigration

WHAT TO PACK

Luggage

Each guest is permitted one piece of luggage, with a maximum size of 160 cm (63 inches) and a weight limit of 20 kg (44 pounds). It is advisable to keep your luggage to a minimum weight, as you may be required to look after it yourself at airports and hotels. An additional charge will apply for porterage handling of extra luggage. Your Tour Director will inform you of the exact cost.

Clothing and Footwear

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. We recommend packing light to medium-weight clothing, along with rainwear for cooler or wet weather. Layers are ideal for varying temperatures and changing conditions.

The dress code is 'casual light'. Daywear should be comfortable and casual, while smart casual attire is recommended for evenings on the ship. You may want to bring something slightly dressier for the welcome and farewell dinners. Formal or black-tie attire is not required, and both smart and casual clothing are acceptable in restaurants.

Comfortable footwear is essential; many excursions involve walking on uneven ground, steps, or ramps, as well as boarding or disembarking from the ship, coaches, or smaller boats. Since shoes may need to be removed when visiting temples and pagodas, we recommend wearing easily removable footwear and temple socks for added comfort.

Travel Documents

- Passport and visas (if required).
- Travel insurance policy including policy number and 24-hour emergency contact number.
- Travel vaccination certificates (if required).
- Airline tickets and/or boarding pass, APT itinerary and Essential Information (digital copy).
- Wallet or money belt containing (cash, credit cards, bank cards).

- Photocopies of important documents, such as spare passport photos, important addresses and contact numbers.
- **Personal Items**
- Backpack containing (extra layers, water, rain gear, snacks, sunglasses, small umbrella etc.)
- Reusable water bottle.
- Medications and copies of prescriptions.
- Sunscreen, lip balm, hand sanitiser, sunglasses and sunhat.
- Clear zip-lock plastic bag to contain all liquids, gels, and aerosols from inside your carry-on luggage.
- Antibacterial gel or wipes.
- Travel-size toiletries (shampoo, conditioner, soap, body lotion, insect repellent).
- Smart-casual clothing such as long/short-sleeve shirts, jeans, trousers, shorts, skirts, socks, underwear and sleepwear.
- Comfortable footwear such as sneakers and temple socks.
- Windproof jacket.

Travel Tech Assessories:

- Electronics such as mobile phones, smart tablets, and/or laptops.
- Camera, memory card and charger.
- USB stick for sharing photos and images.
- Plug adapter and voltage converter suitable for your destination.

Valuables and Security

Do not take anything with you that will create emotional or financial hardship if lost or stolen. Keep all important documents, money, passport, and tickets with you, not in your suitcase. A money belt worn under your clothing may be a useful option for carrying these items securely while traveling. Never leave handheld luggage unattended or out of sight in hotel lobbies or dining rooms. Avoid solo exploration of unfamiliar streets or areas. You should also avoid excessive displays of jewellery or cash. When sightseeing, keep all valuables locked in the safe in your room or suite.

BEFORE YOU DEPART

General Physical Fitness

A good level of fitness and health is required to participate on APT's holiday packages. Some destinations require walking on uneven ground and climbing stairs and steep inclines. In Vietnam and Cambodia, you may also encounter the intense heat and humidity.

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, and you'll be required to walk up and down embankments. 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.

Get Walking

In preparation for your trip, we recommend walking three times a week. Gradually increase your walks to an hour, incorporating stairs or inclines. This will ensure you have the stamina and energy to see and appreciate all the sights your tour has to offer. You should ensure your walking shoes fit properly and have been broken in prior to departure.

See your GP

We recommend you consult your GP or local travel clinic for detailed advice to ensure thorough pre-travel preparation. Please take a copy of your travel itinerary with you to assist with the recommendations and ask your doctor to prepare your medical history for a foreign doctor. It should include your name, address, emergency contact, blood type, medical history, current medications and dosages, drug allergies, reasons for prior hospitalisation, and a list of vaccinations and dates. It's vital that you have a copy of your prescriptions while travelling. It is also a good idea to bring a copy of your prescription for glasses or contact lenses.

Medications

Prepare a list of your medications, including the name, dosage, prescribing doctors, and their phone numbers. Pack sufficient medication for the entire tour and store it in a purse or carry-on bag. It's also helpful to carry a list of medications in case they are lost, and to keep them in their original containers for easy identification. For prescription medicine, it is advisable to take a photo of the medicine packaging for quick reference if needed by a medical professional during the tour.

Vaccinations

Vaccinations may be required for travel to Vietnam and Cambodia. It is recommended to consult a GP or travel clinic at least 8-10 weeks before departure for the latest vaccination requirements and medical advice.

COVID-19 Requirements

Before you travel, ensure that you check the latest Government travel requirements and APT updates (aptouring.com.au/about-us/travel-updates) which include on tour protocols and the obligations which may apply on tours.

Allergies

Please advise us of any allergies or dietary requirements when the booking is created as well as your Tour Director upon arrival, as most suppliers require advance notice to cater for your condition. APT will pass these requirements on to the relevant suppliers but cannot guarantee that it will be able to be accommodated. In some cases you might be asked to fill out a form or waiver.

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). You no longer need to confirm your flights directly with the airline or travel agent prior to travel.

Check-in

It is important that you arrive at the airport at least two hours before domestic flights and three hours in advance for international flights. This will allow you time to check your baggage, present your passport and ticket, get seat assignments and boarding passes, and make your way through security procedures to the boarding area. Please ensure you arrive at the airport at the correct time. Early morning flights may require you to check in the day before. Airlines have little leniency if flights are missed.

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 20-23kg. If this weight is exceeded, an excess luggage fee may be charged at the time of check-in for each flight.

Checked Luggage Restrictions

International airlines may impose fees or require you to remove articles if weight or size limits are exceeded. We recommend that you carefully check your airline ticket for maximum luggage allowance on each flight.

Hand/Carry-On Luggage Restrictions

Limit hand luggage to one bag that fits under your aircraft seat or in the overhead compartment. Make sure you have your passport, airline tickets, medication and all your travel documents with you in your hand luggage. For security reasons, keep all unchecked luggage in your immediate possession. Unattended luggage can be confiscated by airport personnel.

Luggage Tags

Make sure to attach a luggage label to the outside of your suitcase for easy identification if it gets lost. It is also a good idea to put a label with your name, address and telephone number on the inside of your suitcase and hand luggage.

Lost or Delayed Luggage

Sometimes luggage is delayed during air transit. It is recommended to take a change of clothing and any essential medication in your hand luggage or pack some clothing in your travel companion's bag. Place a copy of the hotel contact details in each piece of luggage to help the airline reach you if it's lost. If your luggage is delayed, the airline is responsible for delivering it to you. Submit reimbursement claims directly to the airline by filling out a claim form at their desk upon arrival. If you need assistance in contacting the airline for information regarding your delayed luggage, please ask your Tour Director or local guide.

Airport and Airline Security

The following is based on information issued by the Australian Government regarding liquid, aerosol and gel restrictions on flights. These rules concern flights coming into and out of Australia only. We recommend checking with your airline for clarification on regulations before you travel. Sharp objects and liquids should be packed in your checked luggage. For carry-on luggage, each container of liquids, aerosols, or gels must be 100ml or less and placed in a transparent, resealable plastic bag with a one-litre capacity.

Prescription and non-prescription medicines required for the flight are allowed, though proof of need may be requested. You can also carry empty containers, cosmetics, personal hygiene items, talcum powder, contact lenses, lens solution, solid foods, and essential medications.

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.

Customs

To prevent the spread of exotic pests and diseases when returning home, travellers are screened, and luggage is often inspected or x-rayed by customs or quarantine officers. All food and other such items of plant and/or animal origin need to be declared. Travellers should also declare items on which duty or tax might be payable (check with customs about the duty-free concession).

During Your Flight

- Wear loose clothing and comfortable shoes.
- Eat light meals, drink plenty of water, and minimise caffeine and alcohol consumption.
- Alleviate pressure in your ears by chewing gum, yawning, swallowing, or gently blowing your nose.
- Pack a light moisturiser and apply it frequently during/after your flight to prevent dry skin.
- Avoid wearing contact lenses during your flight because aircraft cabin air tends to dry them out.
- To avoid swollen legs and to reduce the risk of deep vein thrombosis, wear knee-length flight socks for all long-haul flights and walk up and down the aisle to stretch your legs and get blood circulating.
- Do a few isometric exercises while seated (refer to your inflight magazine for recommended exercises).
- To reduce the chance of jetlag, aim to arrive in the morning and try to sleep during your flight, so you can stay awake until evening upon arrival. This will help you adjust to the new time zone.
- If you wish to get some rest before the cabin lights are reduced, an eye mask comes in particularly handy.

ARRIVAL AND DEPARTURE INFORMATION

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 Arrival Service

The Fast Track on Arrival service is included for tours starting in Vietnam, provided you meet the APT transfer requirements. 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.

Transfers not arranged by APT

If you have independent travel arrangements prior to your APT tour and do not have an APT transfer, the tourist information office at your arrival airport will be able to offer further assistance with directions to your hotel. All hotel addresses and contact details are outlined towards the end of your personalised itinerary. You will not be eligible for the Fast Track service upon arriving into Vietnam.

Hotel Information

Accommodation is one of the most important elements of any holiday, which is why we have carefully chosen hotels that best complement each guest's level of touring. We are proud to provide superior accommodation with the highest levels of comfort, service and cuisine available. In the more remote locations, hotel standards may vary, but every effort is made to secure the best accommodation available. If you have special requirements such as a preference for adjoining rooms, double beds or ground floor access and have not advised us, please contact us as soon as possible.

Check-in: Hotel check-in time is generally 2pm local time, but where possible, the hotel will try and have your room available earlier. If your flight arrives in the morning, luggage can be dropped off at the hotel before check-in and stored until your room is ready.

Check-out: Check-out times may vary, however, they are usually around 11am or noon. If you have a late afternoon or evening flight, most hotels have a luggage room where you can store luggage until your departure and may charge a fee. A hotel day room may also be arranged with the hotel directly at an additional cost (subject to availability).

Safety Deposit Box: All hotel rooms are equipped with a personal safe. It is recommended that you place your valuables in the safe when away from your room.

Cruise Information

Upstream Itinerary

Ho Chi Minh City – Siem Reap

Cruise registration: From 10am to 12pm

Cruise checkout in Siem Reap: From 8am

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

Downstream Itinerary

Siem Reap – Ho Chi Minh City

Cruise registration: From 7.30am to 8.30am

Cruise checkout: From 8am

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

Upstream Itinerary

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.

Downstream Itinerary

Flights must arrive in Siem Reap the day prior (a pre-tour night is required) as Cruise Registration is from 7.30am.

Flights must depart Ho Chi Minh City after 2pm.

*Please Note: Cruise registrations are subject to change without notice, please refer to your itinerary or calling your booking agent.

GENERAL INFORMATION

Tour Director

Tour Directors is a highly trained industry professionals, committed to making your holiday memorable. Their informed and entertaining commentary will showcase their passion for and knowledge of the area and, backed by APT's dedicated support staff, their organisational skills will ensure that your trip is truly hassle-free. From the moment you join the tour, nothing is too much trouble. They are on hand to ensure your comfort, take care of all arrangements and answer any queries.

Coach Safety

All passengers must always remain seated while the coach is in motion. Hand luggage and other personal items should be safely stored in the overhead luggage racks or under seats to keep the aisles clear. Heavy items, such as bottles, should not be stored overhead. Passengers will not be permitted to remain on the coach during stops. Do not leave any valuable items on the coach. Take care when descending from the coach by watching the stairs and overhead entrances, and check for traffic when exiting. Follow these safety precautions carefully and familiarise yourself with all emergency exits.

Guest Feedback

As part of APT's commitment to providing quality touring experiences, we welcome and encourage your feedback. Towards the end of your cruise, your Tour Director will ask you to complete a paper feedback form. Towards the end of your land touring, your Tour Director will ask you to complete an Electronic Traveller feedback form. Please take the time to answer the questions on each form and make relevant comments. Every feedback form is read at APT's Head Office and a summary of each tour is given to all members of APT management. Where necessary, relevant action is taken to rectify any problems, or to recognise those who provide exceptional service.

Gratuities

All gratuities for your Tour or Cruise Director, ship crew (Mekong River and Ha Long Bay), local guides, drivers, porters, and restaurant staff

are included in your APT holiday package. If you wish to reward any individual for service above and beyond then this is at your own discretion. Should you purchase additional services or additional touring that is not organised by APT, you will be expected to tip on top of the bill provided. In general, the expected tip is between 10-15% and may appear on a bill as a service charge.

Credit Cards

Credit cards are usually not accepted at markets or small stores in Vietnam or Cambodia. We recommend carrying local currency, as ATMs may be limited in smaller towns. If you're using a pre-loaded travel card as a debit card, also bring a standard credit card, as the debit card may not work in shops or on ships, although it should work for ATM withdrawals.

Internet Accessibility

Vietnam has made remarkable progress in expanding internet access across the country. Broadband internet is widely accessible in urban areas, with high-speed connections and 4G mobile networks. Ho Chi Minh City and Hanoi have good coverage and strong connectivity options. However, in rural areas, including your Mekong River cruise, internet access can be limited, and connection speeds may be slower.

Similarly, Cambodia has witnessed significant advancements in internet infrastructure. Major cities, including Phnom Penh and Siem Reap, have reliable internet connectivity with access to 4G networks. However, in rural areas, internet access are limited, and connection speeds may be slower and unreliable.

Minors

Minors under the age of 18 travelling to foreign countries must be accompanied by an adult and have a notarised letter of consent signed by the parent(s) not travelling with them. Parents, guardians and chaperones are responsible for overseeing the conduct of minors in their care. Minors may not be left unsupervised at any time on the tour. A parent or legal guardian must accompany minors on all tours for safety and liability reasons. Children under 12 years of age are not permitted on tours and cruises. Please feel free to contact the APT Reservations Team for more information.

Emergency Contact Information

Along with your tour travel documents, we've included important phone numbers and other information. APT's local representatives are also available to assist with any needs that may arise during your tour.

In an emergency, your family/friends can call APT during normal business hours on:

Australia: 1300 336 932 or +61 3 8526 1300

New Zealand: 0800 223 368

Signature Experiences

These exclusive or unique events are designed to deepen your experience, taking you on an inspiring journey beneath the surface of local history, culture and traditions.

Freedom of Choice™

Freedom of Choice Sightseeing and Dining Inclusions are uniquely available on all APT tours. Mix and match a selection of cultural,

culinary, relaxed and adventurous experiences. Go with something gourmet one day and get active the next. Or immerse yourself in ancient towns and opulent architecture, then relax and be pampered.

Freedom of Choice™ Sightseeing Inclusions

Whether it's a guided walking tour or a culinary experience to delight your taste buds, APT's Freedom of Choice Sightseeing Inclusions let you explore selected destinations your way. For the explorers, adventurers and outdoor lovers, we offer you thrilling rides on the back of a motorbike, or alternatively, it's always nice to have some time to put your feet up and indulge in a rejuvenating treatment at a luxury day spa.

Freedom of Choice™ Dining Inclusions

With APT's Freedom of Choice Dining, you can choose where to dine on select evenings. Our chosen restaurants offer a variety of cuisines, including local Classical Khmer, French-Khmer, Asian Fusion, Vietnamese, and Western dishes.

STAYING HEALTHY ON TOUR

It's important to be as healthy as possible before you travel, and to maintain your health with good hygiene practices while on tour. Respiratory and gastrointestinal illnesses, while usually minor in nature, can spread rapidly within a tour group, and have a major impact on everyone's enjoyment. APT is committed to reducing the spread of infections on all tours, and asks that you read and follow our recommendations, to ensure a healthy, safe and enjoyable holiday for yourself and your fellow travellers.

APT Health and Safety Protocol

APT has established Health and Safety protocols, including COVID-19 measures, which all Tour Directors are required to follow. If you show symptoms of a cold or virus while on tour, you may be asked to help reduce the risk of spreading illness. This could include wearing a face mask, taking meals in your room instead of the dining area, or staying in your room until your symptoms improve.

Practice Good Hygiene:

- Washing your hands frequently with hot water and soap for at least 20 seconds is the most effective way to reduce the risk of contracting and spreading infections.
- Health experts recommend hand washing before eating, after sneezing or coughing, and after touching high-contact surfaces such as doorknobs, elevator buttons, and railings.

- Be considerate of fellow travellers by covering your coughs and sneezes and the proper disposal of used tissues.
- We recommend bringing your own hand sanitiser for personal use when in airports on your coach, train or touring.

Colds and Flu

Viral respiratory infections, including colds and flu, are common among travellers and spread mainly through coughing. Practice good hygiene: wash your hands frequently, cover your coughs and sneezes, and use hand sanitiser or antibacterial wipes after excursions, before meals, and throughout the day. The flu vaccine can help protect against influenza, often contracted during overseas travel. Consult your GP for advice.

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.

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.



Ta Prohm Temple, Angkor Archaeological Park, Cambodia

Water Bottles

APT is committed to reducing waste, the use of plastic water bottles and the environmental impact of APT tours. As such, water refill stations are available in the hotels, in larger vehicles and on board the Mekong River cruise. We encourage you to bring your own refillable water bottle or purchase one in country.

Street Food

When visiting countries where you are unsure about general hygiene, please take care if 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.

Gastro and Traveller's Diarrhoea

Traveller's diarrhoea is the second most frequent infectious illness affecting travellers and can be caused by various pathogens, including viruses and bacteria. Viral gastroenteritis is generally spread by person-to-person contact, whereas bacterial gastroenteritis is generally spread from consuming contaminated food or water. Symptoms can include fever, nausea, vomiting, diarrhoea and abdominal pain. The incubation for the illness varies depending on the cause. Symptoms are generally self-limiting and treatment includes rest, rehydration, simple diet, anti-nausea and anti-diarrhoeal medications. Antibiotics are generally reserved for use when

symptoms are more severe or protracted, such as fever, abdominal pain, bloody diarrhoea, or symptoms lasting more than two days. Strict personal hygiene measures, particularly hand washing, helps protect you from getting sick and spreading the infection to others.

Avoiding Malaria

See your GP or visit a travel clinic at least eight weeks before you travel for your recommended vaccines and/or malaria medication. Even if you are taking anti-malarial medication, it is still important to protect yourself from mosquito bites, particularly at dawn and dusk when mosquitoes are most active.

Malaria prevention tips:

- Mosquitoes are generally attracted to dark colours. Wear light-coloured clothing (which helps keep you cooler in the summer heat).
- Cover as much of your skin as possible by wearing long-sleeved shirts, long trousers, socks, and shoes.
- Wear clothes made of tightly woven fabric that mosquitoes can't penetrate.
- Choose loose-fitting clothing to prevent mosquitoes from biting through, but avoid overly loose garments that could allow mosquitoes to fly up sleeves or down collars.
- Avoid perfume or cologne, as these attract mosquitoes.
- Be aware that Doxycycline, a commonly prescribed antimalarial medication, may cause gastritis and sun sensitivity.

MEKONG SERENITY

Step aboard a brand-new, state-of-the-art ship and glide along the mighty Mekong river in style. Aboard the new and spacious Mekong Serenity River ship traverse Asia's waterways and discover the ever-changing scenery from your own private balcony.

Ship Schedule

The Mekong Serenity sails promptly from each port in accordance with its cruising schedule. The ship is unable to delay departures for guests who may not be on board. Unless you are on a shore excursion accompanied by an appointed guide, it is your responsibility to make your own way to rejoin the ship at a subsequent stop. APT is not responsible for any costs incurred if you miss the ship's departure for any reason.

Daily Program

The ship's daily program, available at the reception desk, includes details about activities, shore excursions, tour departure times, and more.

Border Crossing Point

Vietnam: Ving Xuong Landport

Disruption to the Itinerary

Under normal circumstances, itineraries will proceed as planned. However, if conditions make any routes unsafe for navigation, APT reserves the right to provide alternative services, such as, but not limited to, accommodation on the docked ship or substitute land arrangements. We recommend purchasing comprehensive travel insurance to cover any direct or indirect costs resulting from events beyond APT's control. Additionally, refunds will not be provided for changes to your itinerary caused by floods or other events outside APT's control. For more details, please refer to your APT brochure.

Noise And Vibration

While the operators make efforts to minimise noise and vibration on the ship, guests should understand that some level of noise and vibration may still occur.



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. Early risers can enjoy juice, coffee, tea, fruit, and pastries. Breakfast is served each morning in the main restaurant, while lunch offers a selection of salads, soups, entrées, mains, and desserts. Dinner is a multi-course meal with a variety of entrées, mains, and desserts. Casual dining options are also 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.

Beverages

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.

Reception

The ship's reception will be available during the day. Should you need any assistance, please call from your suite or visit them during reception hours. The Cruise Director and Hotel Manager will provide a contact number for outside of hours.

Onboard Account

Your accounts are settled at the end of your cruise. Credit card is the preferred method of payment; however, your account can also be settled by cash (US dollars only). Prepaid Cash Cards, Diners Club Cards, or EFTPOS are not accepted. Please note that if you are using a Travel Card pre-loaded with local currency or USD, it can be used like a credit card. However, some credit card facilities in Vietnam and Cambodia may not be able to process these cards. APT recommends bringing additional credit cards with you, in case the Travel Card is not accepted.

Internet

The Mekong Serenity is equipped with internet facilities, and wireless internet (Wi-Fi) 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.

Swimming Pool

There is a swimming pool located on the Lotus Deck on board the Mekong Serenity. There is no lifeguard available. Please refer to the welcome information in your cabin for hours of operation.

Fitness Centre

The fitness room offers basic exercise equipment for guest use at their own risk. No attendant is on duty. Refer to your cabin's welcome information for operating hours. APT and its affiliates are not liable for accidents or injuries.

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.

Beauty and Recreation

Relax and rejuvenate with the services of APT's hair stylist, massage, and beauty therapists while on board. An extensive menu of massages and treatments is available for an additional charge.

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.

Library

The ship has a book collection available to all guests, free of charge. Please return any books that you have borrowed before the end of the cruise. The ship also appreciates book donations.

Onboard Shop

The Mekong Serenity has an onboard boutique offering a limited selection of Vietnamese and Cambodian souvenirs, as well as a small selection of personal and toiletry items.

Audio Guides

During excursions, APT lightweight headsets allow you to hear every word of your guides commentary.

Suite Information

Bedding Configuration

All suites on the ship can be configured as either Double or Twin share. Your preference will be noted at the time of booking.

Butler Service

Aboard the Mekong Serenity, the following services are available to guests in select suites.

Silver Butler Service: Guests in Bayon Suites will enjoy Silver Butler Service. Benefits include the laundering or pressing of two garments per person, per day; shoe shining; a daily fruit platter; the booking of appointments; and one spa treatment per person, per cruise.

Gold Butler Service: Guests in Angkor Suites will enjoy Gold Butler Service. Benefits include a packing and unpacking service, the laundering or pressing of two garments per person, per day, shoe shining; one bottle of French champagne; a daily fruit platter and pre-dinner canapés; tea and coffee service; the booking of appointments; and one spa treatment per person, per cruise.

In-Room Entertainment

In each suite on board the ship, there is a flat-panel TV with a range of channels. TV reception may vary depending on the remoteness of the ship's location.

Telephone

Each suite is equipped with a telephone for making calls within the ship.

Air Conditioning and Heating

All suites on board the Mekong Serenity have individual climate control.

Adaptors and Electricity

Electricity is 220V on board your river ship and throughout Vietnam and Cambodia. A plug adaptor is necessary if you plan to bring appliances from home. Please note, the ship has European sockets.

Hair Dryer

Each suite is equipped with a hair dryer.

Bathroom Amenities

Shampoo, conditioner, soap and body wash are provided.

Safety Deposit Box

All suites are equipped with a safe for securing your valuables. Larger items can be stored in the ship's safe at reception.

Additional Suite Amenities

Each suite has a minibar that is stocked with soft drinks and local beer, replenished daily.

Housekeeping

APT housekeeping staff will attend to your suite twice daily. Should you require any additional housekeeping requests, please contact reception.

Smoking

Smoking is not permitted anywhere inside the ship. Smoking is only permitted on the Orchid Deck. Smoking in your cabin, including your balcony, is not permitted.

LEARN ABOUT YOUR DESTINATION

Research the cities and towns in your itinerary, including local languages and transport options. The more you know, the more you'll appreciate your destination. As you travel, you'll encounter new customs, lifestyles, and environments. This process of discovery and understanding is one of the many benefits of travelling. Despite language barriers, a smile is universal. Friendly and tolerant attitudes toward others, including fellow travellers, your Tour Director, and driver, will ensure everyone enjoys the tour.

Supporting Local Communities

Vietnam and Cambodia are developing countries, and you may sometimes feel inclined to contribute to the local communities you visit. While there is no obligation to do so, as a responsible tourism operator, we offer some suggestions. We take seriously our responsibility to leave these regions better off after APT's visit. APT believes that children should be encouraged to attend school rather than rely on gifts or treats from tourists, which can foster dependency.

We recommend supporting organisations through the OneTomorrow Charitable Fund, APT Travel Group's not-for-profit initiative. For more information, visit. www.onetomorrow.com.au

Vietnam

Culture and People

The Chinese, Indian and French presence throughout Vietnam's history reflects the diversity of its customs, food and spiritual practices. During your journey, you'll find that people are receptive to foreigners and will welcome you warmly. They love to share a joke and a story with you. There is little evidence of animosity as a result of the Vietnam War. A healthy curiosity does however exist in regard to westerners, and you may find yourself frequently engaged in conversation with the locals wanting to practice their English.

Vietnamese Cuisine

Vietnamese cuisine is a harmonious fusion of flavours, with dishes known for their freshness and balance. From the iconic pho and bánh mì to fragrant rice paper rolls and flavourful noodle dishes, Vietnamese cuisine celebrates the use of herbs, spices, and vibrant ingredients to create truly memorable dining experiences. Traditional Vietnamese cuisine is admired for its use of fresh ingredients, minimal dairy and oil, and a focus on complementary textures. It balances fresh herbs and meats with carefully chosen spices to create refined flavours, making it one of the healthiest cuisines in the world.

Language

Vietnamese is the official language of Vietnam. English is becoming popular in Vietnam, and some elderly people still speak French as a result of past colonial rule – there are still French shop signs in some places in southern Vietnam.

Useful Phrases (Vietnam)

English	Vietnamese	Phonetic
Hello	Xin Chau	Sin Chow
Goodbye	Tạm Biệt	Tum be-et
Yes	Vâng	Vung
No	Không	Kom
Please	Xin vui lòng	Sin vooley lom
Thank you	Cảm ơn	Gum Urn
Too expensive	Quá đắt	Muk Kwah
Delicious	Ngon	N'yom

Currency

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. It's a good idea to bring smaller denominations of US dollars (\$1, \$5, and \$10), as some smaller vendors may not be able to provide change for larger notes. Ensure your US currency is in good condition, as sellers may not accept dirty or torn notes.

Banking

Banks are open during the following hours: 8am to 4.30pm Monday to Friday, 8am to 12.30pm Saturday. ATMs for local currency are found in most major cities and operate on a 24-hour basis. Check with your bank that your card is capable of working in ATMs outside of your home country as well as any possible bank fees for withdrawals.

Bargaining

Bargaining or bartering does not have to be a daunting experience, it's actually part of everyday life throughout most of Asia, and locals both expect and enjoy it. Here are some tips to assist with getting the best price at local markets.

Relax & Smile

Don't let this process stress or annoy you. If you treat it like a game, the chances are the vendors will offer you a fair price. Stay calm, keep smiling and enjoy the experience.

Start Low

The vendor is always going to ask for an over-the-top price to begin with. As a general rule, take 50–60% off what they have asked for and work your way up to an agreed price.

Don't Feel Guilty

Remember, it may seem like a cheap price to you, but vendors only sell at prices they are happy with.

Time

Vietnam and Cambodia: Three hours (or four hours during Day Light Savings) behind Australian Eastern Standard Time, five hours behind New Zealand Standard Time and seven hours ahead of Greenwich Mean Time.

Weather

Vietnam has diverse climates across its regions. Southern Vietnam is consistently humid, with a wet season from May to October, which brings daily heavy rain showers in the afternoons, breaking up hot and humid days. Average temperatures are in the low 30s.

From November to April, the dry season is sunny and humid, so sunscreen and hats are highly recommended. Central Vietnam (including Hoi An and Hue) experiences varied weather patterns due to the nearby mountains. Northern Vietnam (Hanoi) has distinct seasons, with a warm summer from May to October and occasional monsoons. During the winter months (November to April), temperatures can drop into the low teens, and February and March can be damp with occasional drizzle.

Discover Vietnam

Hanoi

Vietnam's beautiful and enchanting capital of Hanoi, is a charming city rich in Vietnamese legend and tradition. The tangled streets of Hanoi's Old Quarter provides an alluring and idyllic atmosphere, where pretty tree-lined boulevards and the fading facades of grand villas evoke the French colonial past. The well-preserved traditional temples, meanwhile, lend a graciousness to this beautiful city.

Mai Chau

Far removed from the hustle and bustle of the country's cities, the farming community of Mai Chau offers a peaceful retreat. Explore the scenic valley on foot or by bicycle, passing through lush rice fields, rolling mountains, and quiet villages inhabited by various ethnic groups, including the White Thai and H'mong.

Ha Long Bay

Formed over millions of years, Ha Long Bay is a stunning natural wonder and a UNESCO World Heritage site. Covering approximately 1,550 square kilometers and featuring around 2,000 individual islets, the bay is one of Vietnam's most beautiful regions. Its limestone karsts and uninhabited islets rise from the calm, emerald waters, make Ha Long Bay a must-visit destination.

Ho Chi Minh City

This southern metropolis is a buzzing city of commerce. With 8.4 million people, it is Vietnam's largest city and seems to explode with noise and chaos. Renamed Ho Chi Minh City after the Viet Cong victory, this city is simply fascinating to explore. Colourful markets appear around every corner and mopeds swarm the streets.

Hoi An

Situated on the south-central coast of Vietnam, this former trading centre became a popular tourist destination in the mid-1990s and received World Heritage-listed status in 1999. Hoi An's Old Town is exceptionally well preserved, and is certainly a cultural highlight for tourists. The absence of cars from its historic streets makes it a perfect place to spend time taking in the sights on foot.

Mekong River

Flowing from Tibet through China, Myanmar, Laos, Thailand, Cambodia into Vietnam, the Mekong River is known for its rice production, alluring landscapes and rural communities. The banks of the river are lined with local villages, some of which are no more than a collection of bamboo structures designed to provide shelter for farmers and fishermen.

CAMBODIA

Culture and People

Smiling faces, warm welcomes, and fascinating stories reward travellers in Cambodia. The country has opened its arms to tourists, and in its main cities, such as Phnom Penh and Siem Reap, English is readily spoken. Head into the provinces to witness people immersed in the rhythm of rural life and time-honoured traditions. The unique blend of Khmer beliefs, along with Buddhist and Hindu influences, has shaped the people and culture of Cambodia.

Cambodian Cuisine

Khmer cuisine, the traditional food of Cambodia, is a unique blend of flavours and influences that sets it apart from other Southeast Asian cuisines, such as Thai and Vietnamese food. With a focus on fresh ingredients like lemongrass, galangal, and kaffir lime, dishes like fish amok, curry, and banana blossom salads showcase Cambodia's distinctive culinary traditions and rich cultural heritage. Khmer cuisine emphasises simplicity, freshness, and seasonality, making it a true reflection of the country's way of life.

Language

Khmer is the official language of Cambodia. English is becoming popular in Cambodia. Buddhist and Hindu influences have shaped the people and culture of Cambodia.

Useful Phrases (Cambodia)

English	Khmer	Phonetic
Hello	Suesday	Sues day (like Tuesday)
Goodbye	Lea	Lee-high
Yes (Male)	Baat	Baht
Yes (Female)	Yaa	Jar
No	Otayw	Ot-tay
Please	Soam	Somme

Thank you	Arkun	Or-gloon
Too expensive	Tly Nah	Clay-nah
Delicious	Ch'Ngun	Chnang

Currency

The official currency is the Cambodian Riel, however, most 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 as it may be difficult to get change. Coins are not commonly used in Cambodia.

Banking

Banks are open during the following hours: 8am to 4.30pm Monday to Friday, 8am to 12.30pm Saturday. ATMs are found in most towns and operate on a 24-hour basis. Check with your bank to ensure your card is capable of working in ATMs outside of your home country as well as any possible bank fees for withdrawals.

Time

Cambodia: Three hours behind Australian Eastern Standard Time, five hours behind New Zealand Standard Time and seven hours ahead of Greenwich Mean Time.

Weather

Cambodia is a tropical country and enjoys nearly year-round sunshine and high average temperatures. It has two distinct seasons: the monsoon season from May to October, when southwesterly winds bring 75-80% of the annual rainfall in intense, short bursts with dramatic lightning, and the dry season from November to April, with temperatures ranging from 27-40°C. The most comfortable period, especially for those from cooler climates, is from October to January.

Discover Cambodia

Phnom Penh

Overlooking the banks of the Mekong River and Tonlé Sap River, Cambodia's capital offers a plethora of iconic landmarks, surrounded by beautiful scenery. Once known as the 'Paris of the East', this ethereal city is filled with French colonial buildings, beautiful temples and delicious food. Phnom Penh's Royal Palace and Silver Pagoda have retained their magnificence despite the region's war-ravaged past.

Siem Reap

Siem Reap is most famous for Angkor Archaeological Park – a vast complex of soaring towers, temples and exquisite sculptures. The city's mellow tree-lined streets, fascinating French-era shops, houses, gourmet delights and sprawling markets make a wonderful complement to the Angkor temples.



Pagoda of Tran Quoc Temple, Hanoi, Vietnam



USEFUL INFORMATION

Travel Doctors

Australia:

traveldoctor.com.au
travelclinic.com.au
travelvax.com.au

New Zealand:

worldwise.co.nz or your local travel clinic

United Kingdom:

fitfortravel.nhs.uk/home
travelhealthpro.org.uk
masta-travel-health.com

Travel Advisory:

Australia: smartraveller.gov.au

New Zealand: safetravel.govt.nz

United Kingdom: gov.uk

Customs:

Australia: homeaffairs.gov.au

New Zealand: customs.govt.nz

United Kingdom: gov.uk/browse/abroad/travel-abroad

Useful Websites

Climate: climate-zone.com

Time: timeanddate.com/worldclock

Currency Conversion: xe.com

Visa Information

Australia: smartraveller.gov.au

New Zealand: safetravel.govt.nz

United Kingdom: gov.uk

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