

TERMS AND CONDITIONS

HOTELS

Hotel reservations are on a pre payment basis. Please transfer the money before the payment is due. For residents outside of Japan, the following conditions apply: the payment can be made either via PayPal credit card transaction or directly at Kroma Tours Desk upon acceptance of the following conditions:

- Guests cannot pay directly to the hotel.
- During your hotel stay, kindly manage your luggage on your own.
- We will not be held responsible for any lost or stolen property during your stay.
- Please acknowledge the cancellation fee involved.
- A copy of your passport is required upon application. You may send it to us by Fax or e-mail attachment.
- As PayPal system is based on the credit card transaction, 4% surcharge will be incurred by payment.



For normal PayPal method, we will send you a payment request via our PayPal account by e-mail upon confirmation of your booking. Then you may enter the detail of your credit card by opening the PayPal's secured website link. All the financial information you entered on the website remains invisible to us since PayPal will safely hide them all.

As stated above, your credit card will be charged with a total fee plus 4% surcharge. After we confirm that your full payment balance is transferred, a written confirmation voucher will be given to you along with the pre-trip information and tips, usually by e-mail.

For the residents in Japan, we also accept a bank transfer. Here below is the information of our bank account:

Yotsuya, Tokyo-Mitsubishi UFJ Bank Third Street Branch (340)

Savings Account Number: 5002315

Savings Account Name: Sketch Travel Cambodia

(transaction to be done in JPY)

With regards to our company hotel reservation, airport transfers are not included. The guest needs to apply for this service if they wish to be transferred to the airport.

AIRPORT TRANSFERS (only within Phnom Penh and Siem Reap Area)

Phnom Penh (Pochentong Airport <> Hotel)

Siem Reap (Siem Reap Intl Airport <> Hotel)

Time

Phnom Penh City to Airport – approximately between 40 – 90 minutes

Siem Reap Town to Airport – approximately between 20 – 40 minutes

Hotel transfer options

Phnom Penh

- [PV-04A] – Sedan car with tour guide (max. 2 guests) USD 40 per vehicle
- [PV-04B] – Sedan car without tour guide (max. 3 guests) USD 25 per vehicle
- [PV-04C] – Sedan car with tour guide (after 20:00 pm, max. 2 guests) USD 60 per vehicle
- [PV-04D] – Sedan car without tour guide (after 20:00 pm, max. 3 guests) USD 30 per vehicle

Siem Reap

- [V-04A] – Sedan car with tour guide (max. 2 guests) USD 25 per vehicle
- [V-04B] – Sedan car without tour guide (max. 3 guests) USD 15 per vehicle
- [V-04C] – Van with tour guide (max. 5 guests) USD 35 per vehicle
- [V-04D] – Van with no tour guide (max. 6 guests) USD 25 per vehicle
- [V-04E] – Tuk-Tuk with tour guide (max. 2 guests)

* All prices are subject to change without notice.

TOURS

For tour payment methods, please choose from the following:

- Make a payment by PayPal. The instruction is shown in the top (hotels) section.
- Make a payment at our Krorma Tour Desk. We accept cash (USD and JPY) and VISA credit card. A 4% surcharge is added for every credit card transaction.
- Pay our designated tour guide the fee directly. Optional tours also can be paid through our tour guides. Kindly prepare the exact amount of money for the tour fee and they can process the payment for you.
- **(Residents in Japan only)** Bank Transfer via Tokyo-Mitsubishi UFJ Bank. Kindly note that our exchange rate at the time of your booking is applied for this transaction.

1. Some charter plan and other tour options have various pick up locations therefore the pick-up time may be delayed if there will be many customers for that day, especially in the morning.

2. Site entrance fees / Angkor Pass are not included in the price shown. Kindly purchase them separately.

Siem Reap

Angkor Wat Day Pass	USD 20 per guest
Angkor Wat 3 Day Pass	USD 40 per guest
Angkor Wat 7 Day Pass	USD 60 per guest
Beng Mealea	USD 5 per guest
Phnom Kulen	USD 20 per guest
Koh Ker	USD 10 per guest
Sambor Prei Kuk	USD 5 per guest
Banteay Chhmar	USD 5 per guest

* You can buy the temple passes at the Angkor Wat Ticket booth near the entrance of the Angkor complex. A photo will be taken on the spot.

Phnom Penh

Royal Palace Royal Day Pass	USD 6.25 per guest
Wat Phnom	USD 1 per guest
National Museum	USD 3 per guest
Tuol Sleng	USD 2 per guest

Killing Field USD 3 per guest

* Kindly note that within the Royal Palace and the National Museum, they do not allow outside tour guides to go with you but rather they provide for their own guides, thus an additional fee will be required.

For other relic site fees, kindly contact us.

The special conditions are applied for private charter plans. As per our policy, the following additional fees will be incurred by touring outside Angkor Area.

DESTINATION	GUIDE	CAR
Banteay Srey		USD 15
Tonle Sap Lake		USD 25
Kbal Spean	USD 10	USD 40
Beng Melea Phnom Kulen	USD 10	USD 50
Kbal Spean Phnom Kulen Beng Melea	USD 15	USD 70
Phnom Kulen Beng Melea	USD 15	USD 90
Koh Ker Beng Melea	USD 20	USD 130
Sambor Prei Kuk	USD 20	USD 130
Banteay Chhmar	USD 20	USD 150
Angkor Wat Sunrise	USD 5	USD 15

A time charter can be arranged anytime between 8:00 and 18:00 (maximum of 8 hours) NOT including usual 2 hours lunch break. Should you exceed the allotted amount of time; there will be a surcharge of USD 10 per hour beyond the limit. Please carefully arrange the pick-up time with your assigned guide.

One (1) day in our tour packages is equivalent of eight (8) hours for all the tour operated by Sketch Travel Service.

We usually try to keep the same tour guide and vehicle for our guests, however please keep in mind that during busy months and in certain circumstances; changes will occur.

- Kindly note that weather, road traffic and other conditions will lead to changes in time schedule and itineraries of the tour. Please keep this in mind that cancellation of the tour might occur in case of unavoidable circumstances mentioned above.
- For the guests who wish to go to Tonle Sap Lake during the rainy season, kindly note that in case of heavy flood on the road, changing the vehicle would be necessary thus an additional fee might be charged.
- As per our policy, some tours are based on 2 guests at minimum. If you are a solo traveler joining those tours alone and no other participants has been confirmed to join at the time you make a reservation, kindly note that a single supplement is the tour price per person i.e. you will be required to pay twice amount of the tour fee. However, in case another participant is to join the tour, a single supplement will be fully refunded.
- Kindly note that all sunrise tours are non-refundable upon booking, and may NOT be cancelled due to cloudy weather. Please book at your own risk.
- For tour payment methods, please choose from the following:
 - Make a payment by PayPal. The instruction is shown in the top (hotels) section.
 - Make a payment at our Kroma Tour Desk. We accept cash (USD and JPY) and VISA credit card. A 4% surcharge is added for every credit card transaction.

- Pay our designated tour guide the fee directly. Optional tours also can be paid through our tour guides. Kindly prepare the exact amount of money for the tour fee and they can process the payment for you.
- **(Residents in Japan only)** Bank Transfer via Tokyo-Mitsubishi UFJ Bank. Kindly note that our exchange rate at the time of your booking is applied for this transaction.
- We always try to pick you up and transfer you back to the same hotel. However, under certain circumstances e.g. heavy traffic, road block and festival weekends, we might not be able to reach the hotel in which case the guests might have to arrange their own transport.
- We always remind our guests to handle their own luggage with utmost care and attention. Sketch Travel will not be held liable for any lost, damaged or stolen luggage.
- Please also note that Tuk-Tuk charters, Angkor Balloon and some optional package tours may not be covered by some Overseas Travel Insurance. Please book those tours at your own risk.

SPA

All spa packages do not include any transfers. Please apply for a separate charter if you wish to avail any or our transportation service.

1 Car (2 guest limit)	USD 20
1 Tuk-Tuk (2 guest limit)	USD 10

Cancellation fees are all dependent on the terms and conditions of the spa you have chosen.

For the payment methods, please choose from the following:

- Make a payment by PayPal. The instruction is shown in the top (hotels) section.
- Make a payment at our Kroma Tour Desk. We accept cash (USD and JPY) and VISA credit card. A 4% surcharge is added for every credit card transaction.
- Pay our designated tour guide the fee directly. Optional tours also can be paid through our tour guides. Kindly prepare the exact amount of money for the tour fee and they can process the payment for you.
- **(Residents in Japan only)** Bank Transfer via Tokyo-Mitsubishi UFJ Bank. Kindly note that our exchange rate at the time of your booking is applied for this transaction.

After your reservation has been confirmed, we will hand you a spa voucher which you must present at the spa reception of your choice.

Please note that guests are not allowed to make a direct payment at spa. Kindly settle your payment with us.

We always remind our guests to handle their own luggage with utmost care and attention. Sketch Travel will not be held liable for any lost, damaged or stolen luggage.

Should you wish for your spa vouchers to be delivered to your hotel, USD 10 delivery fee will be charged. The delivery service is only available at accommodations within Siem Reap town area.

TRANSPORTATION AND OTHERS

Kindly note that all ticket prices is subject to change with or without prior notice. Please follow the steps described below for tickets and other reservations:

1. A customer makes a booking inquiry.
2. Sketch Travel will check and re-confirm the seat availability.
3. If a seat is available, it will be automatically reserved temporarily for you.
4. A customer will be informed promptly and asked if he/she agrees to proceed to confirmation. We will also advise the payment method. Please transfer the money before the payment is due.
5. After confirmation of the booking, kindly note that the client must understand and agree that penalties will be incurred in case of either a last minute cancellation or no-show.
6. Once the booking is confirmed, a written confirmation slip will be given to you.
7. For E-Tickets, we can print or fax the confirmed ticket within the same day of purchase.
8. Kindly present your confirmation voucher at our Krorma Tour Desk to claim your tickets.

* Kindly note that we do not encourage postal mail transactions in Cambodia.

Should you wish for your tickets to be delivered to your hotel, USD 10 delivery fee will be charged. The delivery service is only available at accommodations within Siem Reap town area.

There are basically 3 ways for your tickets to be delivered:

- Personally claim your tickets at our branch offices
- Direct delivery to your hotel
- The tour guide may hand it to you during your optional tours

Should you decide to visit our office, our address and operation hours are as follows:

SKETCH TRAVEL SIEM REAP BRANCH (KRORMA TOURS)

Group 8 Mondul 1 Svay Dangkoum (Old Market Area)

Tel/Fax: +85563761894

Cellphone: +85512890960 | +85515890960 (Japanese support available from 9:00 – 19:00 daily)

Office hours: Open 7 days a week from 9:00 – 19:00 hrs.

SKETCH TRAVEL PHNOM PENH BRANCH (KRORMA TOURS)

No.53 Street 228 SangkatBoengRiang Khan Daun Penh

Tel: +85523217787 | +85523216595

Cellphone: +85512333990 (Japanese support from 8:00 – 18:00 daily. Kindly note that this is subject to availability and office might be closed during public holidays)

Office hours:

Monday to Friday: from 8:00 to 17:00 hrs.

Saturday: from 8:00 to 12:00 noon

Closed on Sundays and Public Holidays

* Kindly note that delivery service will not be available on Saturday (from 12:00 noon onwards) and Sunday (no office).

- Please kindly note that our ticket fares do not include AIRPORT DEPARTURE TAX. The fee is USD 25 per guest and you can pay directly at the airport.
- The payment must be done and confirmed in advance if the guest purchases the ticket only. (All prices are in US Dollars and is to be converted and rounded off to Japanese Yen)
- For the scheduled flights, the guest is expected to reconfirm their own flights to check if there is a delay or cancellation.
- Please note that Sketch Travel Cambodia will not be held responsible for any cancellation of flights and dinner shows.
- We always remind our guests to handle their luggage with utmost care and attention. Sketch Travel will not be held liable for any lost, damaged or stolen luggage.
- Lastly Sketch Travel will not be held responsible for any unavoidable circumstances and travel conditions such as typhoon and other natural disasters, road traffic conditions, riots and strikes, official Government concerns etc.