



PRE DEPARTURE INFORMATION

Currency

In Cambodia, the accepted currencies are the **Riel (KHR)** & **US Dollars** (change may return in Riel). For easier use, you should bring small denominations of dollars. Vietnamese currency is the **Dong (VND)**. Received change should be scrutinized as Dollar bill with small tear are usually not accepted by Cambodians and Vietnamese. Most hotels, big restaurants & shopping stores accept common credit cards: Visa, Master card. The credit card fee in most places is **2% - 4%**.

Customs

Custom regulations are in consonance with other countries. When arriving in Cambodia & Vietnam, passengers are accountable for collecting their own luggage. Please take notice that religious artifacts and antiques are under strict exportation rules. Passengers may seek help from the reputable antique dealers.

Dietary Requirements

We will aspire to server special dietary requests, such as vegetarian, non-pork meals, etc. Please kindly make detailed request at the time of booking. Our chefs will prepare dish with available ingredients (on board) if there are no special requirements.

Physically Challenged Passengers

We recommend passengers with slight walking difficulties to be escorted by a well-conditioned companion. Unfortunately, VPC ships are not handicapped accessible and do not have elevators. Many of the visiting sites have not been adapted to be handicapped accessible, nor have the suitable transportation systems. In most situations we are unable to provide individual assistance to travelers with mobility issues.

Health

Climates & environment conditions in Cambodia & Vietnam are in common to other parts of Southeast Asia. Passengers are recommended to consult with their medical experts/travel specialist for advice on health preparation & requirements.

Mobile Phone

Passengers can use both Local or International SIM cards:

Local SIM cards: can be bought easily, with 3G internet connection. However, the mobile signal is subject to sudden failure & outages.

International SIM: Please check with your service carrier to determine what services are available in each country.

Wi-Fi: offered at bars and restaurants but very slow compared to international standards. Please ask your guide, program manager, or cruise manager if you need advice on where/how to obtain local service.

Passport

Mekong Princess is required to keep guests' passports during the cruise due to port authority at different port of calls. Our tour guide (or purser) will collect passengers' passports at the meeting point/office on board. Guests' passports will be kept until their disembarkation.

Visas

For the downstream cruise from Cambodia to Vietnam, guests are required to have Vietnam visa before embarkation.

Please note that Cambodian E-Visas are not accepted for waterway entry to the country. Guests who wish to obtain their own Visas must apply directly at a Cambodian Consulate or Embassy. Passengers who have obtained E-Visas will be required to apply for new visas on board.

E-Visas are not accepted for border crossing on the river.

VPC will help to arrange Cambodia visas onboard upon border arrival.

Guests are required to bring supporting documents:

- Original passport must be valid a minimum 6 months upon entering date.
- 1 photo 3x4cm.

Holders of normal passports of the following countries do not require a visa for Cambodia for up to 30 days (unless otherwise noted):

Vietnam – Laos – Philippines (21 days) – Malaysia – Singapore – Thailand (14 days) – Indonesia.

Dress Code

While VPC is proud of our commitment to luxury, we do not require formal dress. Our destinations are usually warm, with cool evenings, and it is our goal for guests to remain. We are also committed to proper hygiene, and therefore, it is required that guests always be fully dressed, with shoes, at all time in the dining room and bar.

Guests are recommended to use:

Sightseeing: light cotton clothes, sunhat

Temples & pagodas visit: cover-shoulders & cover-knees clothes, easily slip-on/off shoes since it is mandatory to remove all footwear (including socks) when entering these places.

Local culture: conservative dress, short shorts/skirts are not suitable with conservative local culture.

Luggage

Airline luggage: intra-Asia flights are typically restricted to 20kg per person total limit on checked luggage labeled with contact (mobile phone, address)

Hand luggage (air travel): for keeping important & fragile items (passports, travel documents, jewelry, money, cameras, medication), not checked-in. Larger luggage must be checked in before the flight.

Cabin luggage: VPC recommends bringing NO more than two checked bags per person, as the storage space in cabins is limited. Each cabin has a wardrobe with hangers.

Gratuities

We are often asked about tipping onboard. Gratuities for luggage handling during transfers and at our program hotels are included in the program's price.

For ship staff & crew, VPC suggests tipping 13\$ per passenger per day if you are satisfied with the service on board. You can discretely pay this via an envelope and handover to our reception or you can ask the reception to charge your chosen amount to your onboard account.

Tour guides along the journey do not share the crew gratuities. Therefore guests may tip tour guide directly based on their satisfaction. The recommended amount is 6\$ per day (given at the end of each person's service).

For Local transportation or transfer: the amount is 1\$ per guest, per excursion, or 2\$ - 3\$ per guest per service for long coach transfer (given at the end of each person's service). Please note that transportation type may vary, based on which river you are sailing.

Guests are under no obligation to offer gratuities. It is your free decision to do so.

Insurance

Travel insurance is not required to participate in a VPC program, but it is highly recommended, especially when considering the remote nature of some of our programs. Policies may provided you with peace of mind that you, your luggage, your cruise investments, and even your loved ones are protected in the event that unexpected incidents occur. While travel insurance is available through may sources, VPC recommends Travel Insurance Services for US and Canadian residents.

VIET PRINCESS.
CRUISES 

THANK YOU


MEKONG
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VIETNAM & CAMBODIA