



TERMS & CONDITIONS OF USE

The followings are terms and conditions of use and payment for services listed on MerPerle chain of websites

I. Regulations for service buyer(s) or user(s)



● **View services**

- Access a set of websites on www.merperle.vn for information and select the destination or type of service you want to book. You can do directly (from here) to the sub-website/service in below links:

- Website of MerPerle Hon Tam Resort: www.hontamresort.vn

- Website of MerPerle Sparkling Wave: www.sparklingwaves.vn

And more websites will be added as follows:

- Website of MerPerle Hon Tam Mud Bath: www.hontammudbath.vn

- Website of MerPerle Nha Trang Beach Hotel: www.beachhotel.vn

- Website of MerPerle Da Lat Hotel: www.merperledalat.vn



MerPerle
Resorts & Hotels

- **Select the service you want to book:**

- Click on **“Book Now”** to choose the service you have already wanted. Services include:

- Types of accommodation include:
 - Tropical deluxe,
 - Forestal deluxe,
 - Executive suite,
 - Premiere family,
 - Romantic deluxe,
 - Family 3 bedroom,
 - Family 4 bedroom,

(Room rates include daily buffet breakfast)

- Daily Tour, Mud Bath Tour
- Other services: Pick-up/drop-off at the airport; Lunch/Dinner
- Number of guest(s)
- Period of time (date)
- Book the service
 - Book the service
- Payment and confirmation on the service
 - Payment/Input payment information
 - Confirmation will be sent to the email of the booker (who input during the booking process)
 - Complete transaction



MerPerle Resorts & Hotels

II. Process for partners (sellers or suppliers)

Not applicable in the scopes covered by this website

III. Process on handling (delivering/receiving)

- Service confirmation will be sent to the email of the booker (who input during the booking process)

IV. Process of confirmation

- Service confirmation will be sent to the email of the booker (who input during the booking process)

V. Process of Modification/Cancellation of booking:

- *Please refer to information* of POLICY ON MODIFICATION, CANCELLATION OR NO SHOW

VI. Process of warranty/maintenance of service/products

- *Not applicable due to the specific characteristics of accommodation or tour service(s)*

VII. Process of solving disputes/complaint

- Complaints are received directly at the resort/island or by email after guest(s) has already checked out
- Solution(s) will be made at Customer Service Outlet or can be escalated to the management for further solution(s) (after the guest(s) has already checked out

VIII. Process of payment

- Payment made between buyer(s) and seller(s) (hotel/resort and its partner(s)..)



- **Payment method:**
 - Prepay before check in by bank transfer, pay direct on web through Reddot payment gateway
 - Pay at check- out time at the resort by cash, credit card. Please inform the credit card information upon making reservation.

We regulate and apply payment by credit card to all the online transactions on our website. This is carried out by cooperating with our partners such as Reddot Payment (<https://reddotpayment.com>) and VIETNAM JOINT STOCK COMMERCIAL BANK FOR INDUSTRY AND TRADE (Vietinbank at: <https://www.vietinbank.vn/web/home/en/about/index.html>) in order to ensure the most safety for our guests/clients. In the event there is an error, we are committed to coordinating to solve the issue(s)/problem(s) soonest for the utmost benefits of our valued guests.