

Terms and Conditions & Offer Redemption Guide

Boarding Pass Requirements:

- A physical boarding pass (for counter check-in) or an electronic boarding pass (for online check-in);
- Route: Applicable to all Vietnam Airlines domestic and international flights to Hanoi;
- Name Matching: The name on the boarding pass must match the passenger's ID/Passport;
- The boarding pass is valid for redemption within **3 months** from the flight date to Hanoi indicated on the ticket.

How to Redeem Your Offer

- **Redemption:** To redeem these exclusive offers, guests are required to present a valid Vietnam Airlines boarding pass during the booking process or upon using services at the resort. Benefits will be applied accordingly based on the cabin class indicated on the boarding pass;
- **Payment & Verification:** If a guest fails to present a valid boarding pass during check-in after making a 100% prepayment, the promotional discount will be void. The guest must pay the remaining balance based on the resort's standard rates to use the services. No refunds will be issued if the guest refuses to pay the difference.

Note

- Offers cannot be exchanged for cash;
- **Cancellation Policy:** Bookings are non-cancellable, non-refundable, and non-changeable;
- **One-time use only:** Offers are valid for one-time use only, exclusive to Vietnam Airlines passengers, and are non-transferable;
- **Non-combinable:** This program cannot be combined with any other existing promotions or discounts