

Before You Fly to Vietnam

Flight booking

The offices and agents of Vietnam National Airlines (Vietnam Airlines) around the world are prepared to serve you best. The telephone booking system offers reservation services and information on flights and airfares. In the case of online booking, the telephone number of those using the ticket(s) and the number of the identity documents they will be using, as required under current law, have to be provided.

Ticket issuing

After booking and reservation, you have to pay for the ticket(s) or notify of the ticket number and confirm the booking, as time limit in the passenger name record. Such a time limit will be provided by the reservation staff. The reservation will be cancelled if you fail to pay for the ticket(s) or notify of the ticket number within the required time.

Airport ticketing: In case of emergency, you can book a flight and have a ticket(s) issued at the airport, which, however, is limited by Vietnam Airlines to the two following cases:

- Inability to make a reservation with the travel agent or at the Vietnam Airlines office.
- Passengers who have seats confirmed within 4 hours before departure.

Only offices of Vietnam Airlines can perform this function.

Open ticket: you can have a ticket issued for a flight with open departure and arrival times. This ticket can be used throughout its period of validity, subject to the availability of seats.

Domestic flight

For domestic flights, passengers can use one of the following identity documents:

- Passport (compulsory for foreigners)
- People's Identity card
- Identity card, warrant issued by the armed forces
- Congress member card
- Party member card
- Press card
- Motorbike, car license
- Airline security control card
- Identity card issued by Vietnamese airlines

Special cases for domestic flights

- In the case of losing People's Identity card, passengers have to submit a Certificate of record which is verified by the Police of the Ward where the customer(s) is residing, with the passengers' photo attached, and affixed with a seal on the connection of the photo and the paper.
- Children under 14 years old have to submit their Birth Certificate. Guardians of infants under one month who have not received their own Birth Certificate have to submit the Notice of Birth.
- Children who are brought up by social organizations have to submit a certificate issued by those organizations. Such a certificate has to be valid for six months from the date of issue.

- Children under 14 years old, when flying alone on domestic flights, have to submit the Guarantee issued by their legal representative in addition to the above-mentioned documents.
- Passengers who are criminals, arrestees, accused being transferred to another place for further judgement and those being extradited or expelled, have to submit the Decision issued by competent authorities in addition to documents required for regular passengers.

Note: All the documents which passengers are using when flying, as required above, have to be valid, with their photo attached, affixed with a seal on the connection of the photo and the paper, excepting Birth Certificates and Notices of the Birth of children.

International flight

For international flights departing to/from Vietnam, passengers can use one of the following identity documents:

- Passport and [visa for Vietnam](#) or approval letter to [get Vietnam e-visa](#)
- Travel warrant
- Other documents accepted for entry and exit by current law
- In case children do not have their own passport, their name, date of birth and photo will be posted on paper stuck to the documents of their legal representative, including natural father, natural mother, adoptive father, adoptive mother, or guardian.

Ticket refund

In case you have bought a ticket(s) but haven't used the whole or part of the ticket(s), you can refund it to the ticket offices of Vietnam Airlines as allowed under the current regulations of Vietnam Airlines.

Eligibility for refunding:

- Only passengers whose names are written on the documents of transportation or those who have paid for the ticket(s) are entitled to refund the ticket(s). Those who wish to refund the tickets have to fully submit their identity documents as required by current regulations. In other cases, those who are to receive the refund have to submit a valid letter of authorization which is issued by those entitled to refund the ticket(s), as stipulated above, and can be verified by the Vietnam Airlines office or local authority.
- Ticket(s) must retain the cover and all pages and must be unused, untorn, and without any erasure.
- The time for refunding ticket(s) stipulated by Vietnam Airlines must not have run out.
- Ticket(s) cannot be categorized as Non-refundable.
- Ticket(s) haven't been reported as missing.

Refund fees

- 10% of the value of the ticket(s), for the complete domestic itinerary inside Vietnam.
- 30 USD per unused ticket and 15 USD per partly-used ticket, for part or total international itinerary.

- The above fees do not apply to discount ticket price, chartered flights, exchanged services, as stipulated by Vietnam Airlines.

Reissuance of ticket

In case you have bought a ticket(s) but have used only part or have not used any part and now wish to make a change, Vietnam Airlines will agree to reissue the ticket(s) if the ticket(s) satisfies the following criteria:

- Ticket(s) must retain cover and all pages must be unton, and without any erasure.
- Ticket(s) is still valid.
- Ticket(s) is not designated as unchangeable.
- Ticket(s) is not reported to be missing.
- In case of not following the correct procedure, customers cannot change but must refund the ticket(s) instead.

Lost ticket

In case you have bought a ticket(s) from Vietnam Airlines and have not used it or have just used part and have then lost it, you can gain reimbursement by following this procedure:

Once having lost a ticket(s), you must go to the offices of Vietnam Airlines to report the ticket missing and fill in the Form of ticket loss declaration as required by current regulations. You can buy a new ticket(s) from Vietnam Airlines at the price applied at the time of buying. The itinerary of the new ticket may differ from that of the lost one(s), provided the lost one does not restrict the changing of itinerary and the new itinerary is made through Vietnam Airlines.

When the validity period of the lost ticket(s) has expired but it has not been used, you can gain reimbursement in the following cases:

- The itinerary of the new ticket(s) is the same as that of the lost one: you can gain reimbursement to the value of the new one(s).
- The itinerary of the new ticket(s) is different from that of the lost one: you can get reimbursement to the value of the unused part of the lost one(s).
- Not to buy new ticket(s): you can get reimbursement of the value of the unused part of the lost one(s), provided that the lost one(s) does not restrict return ticket(s).

You can gain reimbursement only when satisfying the following:

- The ticket losing declaration form is filled in as required by the regulations of Vietnam Airlines
- By submitting the Passenger page of the new ticket (in case you buy a new ticket).
- The validity period of the lost ticket(s) has expired
- Showing valid proof of identity

The handling fee is 20% of the reimbursed amount, for lost a ticket(s) covering an itinerary completely inside Vietnam, and 40 USD for other cases. Any additional fees arising from transferring the money (if any) will be borne by customers.

You are not entitled to reimbursement and are totally liable for damages if Vietnam Airlines finds out that the ticket(s) which a customer has reported missing has actually been used by that customer to fly, return, or swapped for another.

In the case of finding a lost ticket(s) which has been reported missing, you must return it to Vietnam Airlines and will gain reimbursement right after returning, if you have already bought a new ticket(s). You will gain reimbursement for the validity period of this ticket(s) if you have not bought a new one.

When following procedures for flying inside Vietnam or from Vietnam, you must show proof of identity. The Ministry of Transportation stipulates as follows:

General conditions of carriage (extract) of Vietnam Airlines (VNA)

This "General conditions of carriage" is integral part of the ticket. Please read carefully all conditions of carriage and instructions on the ticket.

No show passengers:

If you have booking on one of our flights but know that you are not going to be able to travel on that flight, please let us know as early as possible. Knowing that you are not going to use your reservation, we can offer the seat to other customer who otherwise would be unable to travel. Remember that one day you may be the passenger needing a reservation on an already fully-booked flight.

Over booking:

In order to minimize the effect of "No Shows" and to enable their seat to be used by passengers who otherwise would not be able to travel on their chosen flight, Vietnam Airlines, and most major airlines may overbook services. By careful monitoring and control, we do our utmost to match the number of available seats to the number of passengers that we expect will appear for the flight. Whilst Vietnam Airlines makes every effort to provide seats for which confirmed reservation have been made, no absolute guarantee of seat availability is denoted by the expression reservation, bookings, status OK and the timings attached to them. Vietnam Airlines operates compensation schemes for passengers with confirmed reservation who are unjustifiably denied carriage because of non-availability of seats due to VNA's fault. VNA is exempted from compensation in case non-availability of seats as regulated by Authorities. If you have any question about our overbooking or denied boarding compensation policy, please contact VNA's Office.

NOTICE

If the passenger's journey involves an ultimate destination or stop in a country other than the country of departure the Warsaw Convention may be applicable and the Convention governs and, in most cases, limits the liability of carriers for death or personal injury and in respect of loss of or damage to baggage. See also notices headed "Advice to International Passengers on Limitation of Liability" and "notice of Baggage Liability Limitations".