

BEFORE YOU FLY WITH HAI AU AVIATION (“HAA”)

A. MOST IMPORTANT NOTES

- Bring your passport to check-in
- Show up at the check-in counter at least 30 minutes before departure time
- Luggage allowance: 7kgs/ passenger (not applicable for infant). Excess luggage will be on standby and extra charge will be applied. See section C. LUGGAGE for additional information.

Check-in locations:

- Noi Bai Airport: Counter 109, Domestic Hall E, Terminal 1, Noi Bai Airport *Vietnamese: Quầy 109, Sân hàng nội địa E, Nhà ga số 1, Sân bay Nội Bài*
- Ha Long: Villa T7, Tuan Chau Marina, Halong City
Vietnamese: Villa T7, khu đô thị thương mại Tuần Châu, Hạ Long

Hotline phone numbers in case of emergencies or any other queries:

- Noi Bai Airport: +84 (0) 919 136 089
- Halong: +84 (0) 919 866 089
- Reservation: +84 (0) 962 960 689

B. REQUIRED PASSENGER INFORMATION

Upon making a reservation, HAA requires each passenger to provide the following information:

- Full name(s) on passport
- Nationality
- Date of birth
- Passport number and expiry date
- Passenger weight and luggage weight
- Pick-up/Drop off Information (Time & Address) (if any)
- Guest Destination (Hotel/Cruise) (if any)
- Guest contact mobile phone for emergency
- Booker or tour guide name and mobile phone for emergency (if any)
- Connecting flight Information (if any)
- Any special requests and/or valuable information regarding your personal needs (if any)

C. LUGGAGE

1. Luggage allowance

Luggage allowance (per person): 7kg. This luggage allowance includes both checked and carry-on luggage. Each bag should not exceed the following dimension: H 56cm x W 36cm x D 23cm.

Hanoi Head Office

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Halong Office

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2. Additional luggage

Excess luggage will be on standby. Excess baggage charge is VND 100,000/ kg. Bag weight should not exceed 25kg each.

If you think you will be travelling with more luggage than allotted, please contact the Reservation Department at rsvn.online@haiauaviation.com or +84 (0) 962 960 689 for additional options.

3. Baggage storage fees

We can help arrange luggage storage for you at Noi Bai Airport's facility. Fees (paid by customers) are charged as below:

Duration	Fees
1-3 hours	VND 50,000/bag
3-12 hours	VND 60,000/bag
12-24 hours	VND 70,000/bag
24 hours – 7 days	VND 90,000/bag/day
7 days – 30 days	VND 100,000/bag/day
More than 30 days	VND 110,000/bag/day

Storage location: Floor 2, Terminal 2, Noi Bai Airport

Working hours: 6:30AM – 11:00PM

D. AIRCRAFT CAPACITY

For Hanoi – Halong or Halong – Hanoi flights, our seaplane can typically carry up to 8 adult passengers (with luggage) per aircraft.

In some occasion, passenger and luggage weights are below the maximum allowable payload.

Therefore, we may be able to carry up to 12 passengers

For scenic flights in Halong bay, our seaplane can carry up to 12 adult passengers (without luggage) per aircraft.

E. DELAYS AND CANCELLATIONS

This section explains the common causes of delays and cancellations and our solutions offered to guests in these events happen.

Nobody loves to fly more than we do, but there are certain instances in which our operations may be temporarily halted for safety reasons. Adverse weather conditions such as high winds or limited visibility can at times affect flights. Sometimes, there are other extra-ordinary circumstances including air traffic congestions, aircraft unserviceability, technical issues etc. that may cause us to delay, cancel or re-route our flights for safety reasons. ***While we'll always do whatever is within our power to assist our passengers, we cannot be held responsible for losses resulting from the delay or cancellation of flights.***

The most common cause of flight delays and cancellations is due to unfavorable weather conditions. And here is why.

In Northern Vietnam, our landscape is awe-inspiringly beautiful under bright sunny skies. It can also be rainy, windy, foggy or in some instances, a combination of all of the above.

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The safety and comfort of our guests is our number one priority. Our seaplane pilots fly by visual reference, which means that they have to be able to see where they're going. For this reason, our experienced pilots and ground operations teams have a constant eye on the sky. If the weather conditions are not optimal, it may cause us to delay, cancel or re-route our flights for safety reasons. At HAA, if we can't get you to your destination in times of unfavorable weather conditions, we will offer you alternative transportation in order to help you get to your destination safely.

As a reference, below is the typical weather situation in Northern Vietnam by month and estimates of the probability of flight cancellation:

Month	Typical weather	Estimated probability of flight cancellation
Jan	Foggy	15%
Feb	Foggy	15%
Mar	Foggy	15%
Apr	Good	10%
May	Very Good	<5%
Jun	Very Good	<5%
Jul	Very Good	<5%
Aug	Good. Chance of rain late in the day	10%
Sep	Good. Chance of rain late in the day	5%
Oct	Good. Chance of rain late in the day	10%
Nov	Good	10%
Dec	Foggy	15%

We are frequently asked by our customers: “The weather is ok at my departure point – why is the flight cancelled?”

The weather patterns in Northern Vietnam can produce great differences in conditions only a few miles apart. It may be that the flight route has weather conditions below our company limits. Conditions can also change very, very quickly. So, you may have reasonable weather above your head but don't forget we cover some 220 km per hour at around 300 km per hour on our tour and the weather just a couple of miles away may not be suitable. Occasionally, the weather at our departure point is unfavorable but just a couple of miles away there is unlimited visibility and clear blue skies.

We will attempt keep you informed at least 2 hours prior to the departure time if the flight is cancelled.

This is to allow you have enough time to arrange land transportation to reach your destination on time. However, as the weather status may change unexpectedly or other extraordinary circumstances may occur last minute, there will be times when a flight is **cancelled** within 2 hours prior to the flight time.

As a HAA passenger, you may be contacted by email, phone or text with weather updates, so please make sure that we have your correct contact information. You can always call our reservations line +84 (0) 962 960 689 (or +84 (0) 919 136 089) and speak with a real, live human being as well.

Solutions for guests when cancellations/delays happen

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Solutions for guests:

HAA will offer guests 2 options to choose from

(1) Re-schedule flight: guests can change to another flight without extra fee (within 3 months). No refund will be made.

(2) Full refund to guests: note that refunds of payments made through booking agents must be sought from the booking agent.

Alternative transportation to guests in case of flight cancellation:

Transfer from Noi Bai airport to downtown Hanoi (free)

If guests are already at Noi Bai airport, HAA will offer a free one-time transfer to downtown Hanoi.

Transfer to destination by shuttle bus (with charge)

Upon guests' request, HAA will arrange a shuttle bus transfer for guests from Hanoi to Halong or vice versa. The trip will be 3-3.5 hours long. Guests are responsible for the paying the cost of this service.

Capacity of shuttle bus: 16 seats

Itinerary	Price/pax/way (VND)
Hanoi – Tuan Chau/ Bai chay	675,000
Tuan Chau – Bai Chay/ Hon Gai	337,500

Transfer to destination by private car (with charge)

Upon guests' request, HAA will arrange a private car transfer for guests from Hanoi to Halong or vice versa. The trip will be 3-3.5 hours long. Guests are responsible for the paying the cost of this service.

Below is the price per vehicle per way (VND)

Itinerary	4 seat car	7 seat car	16 seat van	Limousine 7 seats
Hanoi/Noi Bai – Tuan Chau/Bai chay	1,575,000	1,800,000	2,250,000	
Tuan Chau – Bai chay/Hon Gai	550,000	660,000	795,000	On request
Surcharge for 2-WAY tranfer	450,000	675,000	787,500	

Electric car (free)

In Tuan Chau Marina, there will be a free electric car service to transfer HAA guests to their destinations within Tuan Chau Marina.

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Speedboat (with charge)	In Tuan Chau Marina, there will be a speed boat service to transfer HAA guests to catch up with their scheduled cruise in case the cruise has already left. Guests are responsible for the paying the cost of this service. Below is the price per speedboat per way (VND).				
	Speedboat capacity	2 - 4 pax	4 - 8 pax	8 - 10 pax	>10 pax
	Price per speedboat/way	3,500,000	3,500,000	4,500,000	On request

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