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Terms of Service

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Welcome to VietnamAssist, a booking platform operated by Global Assist LLC (“GlobalAssist”, "we," "us," or "our"). By booking or using our services, you agree to the following terms and conditions with GlobalAssist. Please read them carefully.

1. Service Description

GlobalAssist operates VietnamAssist to connect travelers with independent local partner agencies and service providers in Vietnam for transport, delivery, transfers, and related assistance services. We facilitate the booking process, select suitable local partners, and coordinate logistics and communication.

GlobalAssist acts as the booking facilitator and contractor for these services, while physical transport and travel execution are fulfilled by independent local third-party providers and agencies. Our fee for platform usage, coordination, and booking management is included in the total booking price.

After payment, clients receive the contact details of the assigned local provider to confirm execution details and arrange direct follow-ups.

2. Payments, Merchant Billing Agent & Discharge of Debt

The total amount paid by the client directly to GlobalAssist includes:

- **Service Costs:** Allocated for the local service execution.
- **GlobalAssist Facilitation Fee:** For platform usage, provider selection, coordination, booking management, and payment processing.

All total fees are clearly communicated prior to payment.

3. Liability of Independent Service Providers

While GlobalAssist works with vetted local partner agencies and providers, we do not operate physical transport vehicles or directly employ local drivers/guides. Therefore, we cannot guarantee individual real-time punctuality, road conditions, or physical delivery of third-party services.

The assigned local service provider is solely responsible for fulfilling the service in accordance with local safety standards and laws. Any operational issues such as traffic delays, weather conditions, vehicle preferences, or on-site cancellations must be resolved directly with the local provider.

GlobalAssist does not accept liability for operational failures or shortcomings in the physical delivery of third-party services and cannot offer compensation or refunds for non-facilitation issues outside of our direct control.

4. Booking Modifications

We allow free modifications to bookings, provided the core service remains substantially the same. This includes changes to:

- Date or time
- Pickup or drop-off location

Additional charges may apply if the requested change results in longer distances, additional service hours, or provider pricing adjustments. Clients are advised to communicate modifications as early as possible.

5. Cancellations and Refunds

Clients may cancel a booking and request a refund up to 24 hours before the scheduled service start time. In such cases, we refund the full amount paid minus the non-recoverable payment processing fee (typically around 4%) charged by transaction processors (e.g., Stripe).

If a cancellation is requested less than 24 hours before the scheduled service time:

- The GlobalAssist facilitation fee is non-refundable, as coordination, provider assignment, and booking logistics have already been completed.
- We will attempt to recover the local provider’s fee if it has not yet been disbursed or committed. However, costs already incurred by the provider (e.g., prepaid fuel, reserved calendar slots, lost alternative bookings) may be deducted from any remaining refund amount.

Once the service has commenced or the local provider has been paid (typically within 24 hours of the scheduled service or upon client arrival verification), any refund discussions must be conducted directly with the local provider.

If a specific service requires a non-refundable prepayment, the booking manager will inform the client prior to confirmation. Prepayments are strictly non-refundable in case of client cancellation.

6. Disputes and Chargebacks

Chargebacks or payment dispute requests initiated via your bank, credit card issuer, or payment provider due to dissatisfaction with a local service provider's operational performance (e.g., traffic delays, vehicle preference) are not permitted.

GlobalAssist provides booking facilitation, coordination, and customer support. Once the 24-hour cancellation window has passed or service delivery has initiated, operational disputes regarding physical delivery must be resolved with the service provider directly.

By completing a booking on our platform, you explicitly agree not to initiate unauthorized credit card chargebacks for operational third-party matters.

7. Governing Law and Jurisdiction

These Terms shall be governed by and construed in accordance with the laws of Wyoming, United States. Any legal action or proceeding arising under these Terms will be brought exclusively in the courts located in Wyoming, United States.

8. Community Impact & Appreciation

Finally, thank you for choosing VietnamAssist. By booking with us, you directly empower independent local drivers, guides, and their families across Vietnam, creating sustainable economic support for local communities.