



ASIA
TRAVEL

MYANMAR
LAOS
THAILAND
CAMBODIA
VIETNAM

COMPLAINT HANDLING PROCEDURE

In our effort to be a responsible travel agency, we work to uphold and improve our reputation for offering you superior goods and services. In this process, we take complaints as constructive elements of better development.

We are committed to being responsive to the needs and concerns of our customers or potential customers and to resolving your complaint as quickly as possible. When a complaint occurs, here is our procedure:

If complaints occur during your tour:

- 1- You can just simply refer to your guide who will in turn report back to our Operation Team.
- 2- An internal check will be promptly performed
- 3- We will then get back to you or your guide with a solution and corrective actions.

If complaints occur after your tour upon your return:

Please contact us at <https://www.asev-travel.com/eng/contact-us/>

We kindly ask you to notify us of the nature of your complaint immediately or as soon as possible to give us time to rectify the situation.