VIETNAM Travel Essentials Information

Please print and carry a copy with your travel documents.

Emergency Contact Information

The following information is a list of primary contacts in the event of an emergency. If you experience a significant flight delay (greater than 3 hours) please text your Delegation Manager.

Global Partner and Vietnam Delegation Manager

Mr. Balu Menon
WORLDWIDE ADVENTURES INDIA (P) LTD
Phone: +91 981 099 4589
(Available on both call and WhatsApp)
Email: balu@worldwideadventuresindia.com
Your first contact in the event of an emergency

Citizen Ambassador Program

Ms. Dawn Davis, Director
Citizen Ambassador Program
Cell: +1-509-251-9532
Email: ddavis@culturalvistas.org

Ms. Arielle Cooper, Senior Program Officer
Citizen Ambassador Program
Cell: +1-212-497-3597
Email: acooper@culturalvistas.org

Cultural Vistas- Citizen Ambassador Program
After hours emergency line: 516-510-8591

Vietnam Delegation Hotel Information

1. Hotel de l'Opera Hanoi
Address: 29 Trang Tien Street, Hoan Kiem District, Hanoi, Vietnam
Phone: +84 24 6282 5555

2. Sofitel Saigon Plaza, Ho Chi Minh City
Address: 17 Le Duan Boulevard, District 1, Ho Chi Minh City, Vietnam
Phone: +84 28 3824 1555

Arrival Information – Noi Bai International Airport

Upon arrival at the airports in Vietnam, travelers will proceed through customs and passport control.

Arrival Process:

• Follow the signs for Arrivals and Exit to reach Passport Control.
• For passport holders from certain countries or territories, no prior visa arrangements are necessary to visit Vietnam. Upon arrival at Noi Bai International Airport, travelers from these countries will receive a 30-day visit visa stamp free of charge.
After completing Passport Control, travelers will proceed to the baggage carousels:

- Ensure you retain your baggage tag receipt until your bag is collected.
- Screens in the baggage reclaim hall will indicate the correct conveyor belt for your flight.

Following baggage collection, travelers will pass through Customs control:

- Travelers with nothing to declare can pass through Customs.
- Important customs information regarding drugs, medications, firearms, and dangerous weapons should be noted.

After you have passed through Customs control with your baggage:

Please look for the Citizen Ambassador Programs Signage, held by the ground team representative.

Identify yourself as part of the Citizen Ambassador Delegation. The driver/ground representative will then transfer all delegates and accompanying guests to the hotel.

If for any reason you cannot locate the representative meeting your flight, please call your Delegation Manager, as the representative will be looking for you, while you are looking for him/her. The Delegation Manager is also available on your delegation WhatsApp.

See emergency contacts.

Upon arrival at:
Identify yourself as part of the Citizen Ambassador Delegation. Your Delegation Manager will be available to assist with Check-in. You will be asked to show your passport for identification.