ixora Grand
by fusion
HO TRAM

OPENING STAY PACKAGE

TERMS & CONDITIONS

Payment & cancellation

VND 500,000 F&B and Spa credit per booking	**100% prepaid** Charged at time of booking
Non-refundable No changes or cancellations	**31 May 2027** Book and stay by. Public holidays excluded

GUARANTEE POLICY

Full prepayment is required at the time of booking. The credit card used for payment will be charged immediately upon confirmation.

CANCEL POLICY

This rate is non-refundable. Bookings cannot be cancelled, modified, or transferred. In case of cancellation or no-show, the full amount of the stay will be charged and is non-refundable.

Early departure is also non-refundable.

ixora Grand
by fusion
HO TRAM

OPENING STAY PACKAGE

TERMS & CONDITIONS

Package conditions

PACKAGE TERMS

1 Valid for bookings and stays until 31 May 2027. Blackout on public holidays.

2 Offer is subject to availability.

3 Rates are quoted in VND and are exclusive of 5% service charge and prevailing VAT.

4 Rates are based on double occupancy. Extra persons, extra beds, and children's policy follow the hotel's standard policy.

5 Offer is applicable for direct booking with the hotel.

6 This offer cannot be combined with other promotions, discounts, or vouchers, and is not applicable for group bookings or MICE events.

CHECK-IN

Guests must present a valid passport/ID upon check-in. The hotel may request the credit card used for booking or an authorization letter if the cardholder is not staying. A security deposit may be required upon check-in.

GENERAL

The hotel reserves the right to amend the terms and conditions of this offer without prior notice, subject to applicable laws and regulations.

ixora Grand
by fusion
HO TRAM

OPENING STAY PACKAGE

TERMS & CONDITIONS

F&B and Spa credit

CREDIT TERMS

1 The Opening Package includes a VND 500,000 credit per booking, redeemable for eligible services at participating Food & Beverage (F&B) and Spa outlets during the stay.

2 The credit is valid for **one-time use only** during the guest's stay.

3 The credit must be redeemed during the stay and cannot be applied after check-out.

4 The credit is non-refundable, non-transferable, and cannot be exchanged for cash or any other benefits.

5 Any unused credit will be forfeited upon check-out and cannot be carried forward or refunded.

6 If the eligible bill exceeds VND 500,000, the guest is responsible for paying the difference.

7 The credit cannot be used in conjunction with other promotions, discounts, or vouchers unless otherwise specified by the hotel.

8 The credit is subject to availability and the operating hours of participating F&B and Spa outlets.

9 The credit is applicable only to eligible charges incurred and settled during the stay. Exclusions may apply to certain products, services, or promotional items.

10 The hotel reserves the right to amend the terms and conditions of this offer without prior notice, subject to applicable laws and regulations.