

DISPUTE RESOLUTION PROCEDURES GOVERNING COMPLAINTS ABOUT SERVICES PURCHASED ON THE HOTELS.VN

Hotels.vn is committed to facilitating the resolution of all disputes, complaints regarding services purchased on its website impartially and in a manner acceptable to Customer and the travel providers impartially and expeditiously based on applicable agreements and regulations. By using the website, Customer agrees that all disputes shall be resolved in the following manner:

- 1) Customer will register the complaint by sending us email at **info@hi-tek.com** to notify Hotels.vn of any complaint or dispute concerning Customer's use of the Hotels.vn website, or complaints relating to travel services purchased from a travel provider (Seller), as soon as possible after the incident, but not later than 30-days from the incident.
- 2) Within 3 working after the complaint is registered and any required authorization information, Hotels.vn will notify the travel provider (Seller) and Customer that the dispute resolution process has been commenced. Acting as a neutral 3rd party mediator, Hotels.vn will attempt to facilitate a mutually acceptable resolution of the dispute through negotiation.
- 3) If no resolution is achieved within thirty (30) days of commencement of the informal mediation process, the matter will be shall be resolved under Vietnamese law, using the applicable dispute resolution procedure described in Paragraph 4.
- 4) After 30-days has elapsed, either party may submit the matter to arbitration or court settlement procedures as follows:
 - a) If at least one of the parties is a foreign individual or a foreign legal person, or if the parties agree, it shall be resolved through binding arbitration with the Vietnamese International Arbitration Centre (VIAC) in accordance with their dispute resolution procedures; or
 - b) If the dispute is not submitted to the VIAC, the dispute shall be submitted for resolution through the Economic Court or through the District Court.
 - c) Hotels.vn will participate in any dispute resolution proceeding on request of the parties. The parties shall notify Hotels.vn when the dispute has been resolved.

Summary of the dispute resolution process:

Step 1: Within 3 days of registration of Customers complaint and any required authentication information, notify the travel provider and Customer that the dispute resolution process has been commenced.

Step 2: Over the next 30-days, assist in negotiating a mutually acceptable resolution of the dispute through informal mediation, with Hotels.vn serving as the neutral 3rd party.

Step 3: After the 30 days, the either party may submit the dispute to the appropriate Dispute Resolution Tribunal, which may be the VIAC or the Economic or District Court. Hotels.vn shall participate if requested by either party. All arbitration decisions or court judgments shall be binding and final on all parties. After the dispute has been resolved, Hotels.vn will close the process.