



airport tax

An airport tax for international and domestic flights is included in the airfare.

begging

Begging is not widespread in Cambodia and visitors are requested not to encourage development of this practice by giving money or sweets to children. Think twice before buying anything from children on the street, beaches or at temples and refrain from giving money to begging children or parents with infants. It keeps them on the street and places them at risk. If you want to help, don't give directly to children. Instead find and support local charity organizations that help these children have a better future.

cancellation policy

1. Roundtrips & Overnight Packages

30 days or more prior start of service:	No charge
Between 29 days and 15 days prior start of service:	30% of package price
Between 14 days and 7 days prior start of service:	70% of package price
6 days or less prior start of service OR no show:	100% of package price

2. Accommodation

Actual cancellation terms are subject to each individual hotel policy.

3. Transfers & Day Excursions

6 days or more prior start of service:	No charge
Between 5 days and 3 days prior start of service:	50% of price
2 days or less prior start of service OR no show:	100% of price

4. Groups

60 days or more prior start of service:	No charge
Between 59 days and 45 days prior start of service:	25% of package price
Between 44 days and 30 days prior start of service:	50% of package price
Between 29 days and 15 days prior start of service:	75% of package price
Between 14 days prior start of service or less:	100% of package price
Remark: based on a cancellation of the entire group movement.	

Terms & Conditions:

Cancellation charges shall be calculated from the day the written notification is received by the company or agent as a percentage of

the net total tour price as shown, plus any surcharges (e.g. ticketed air sectors and other penalties imposed by suppliers, such as hotels).

Certain hotels, lodges, chalets, rest-houses are subject to stricter and specific cancellation terms. Specific cancellation terms will be advise at a time of proposal.

Some type of transportation and experiences (e.g. a full day yacht charter or a specific language guide) can be subject to stricter and specific cancellation terms. Such cancellation terms will be advise at a time a proposal.

Cancellation of air arrangements will be subject to fees charged in accordance with the type of airfare used and airline tariff regulations.

Refunds will not be given for unused or cancelled services after the tour arrangements have commenced.

Cancellation terms and conditions are subject to individual inquiry and are based on the services requested.

## climate

Cambodia can be visited throughout the year. However Those planning to travel the country extensively by road should understand that countryside roads are a lot more adventurous during the last two months of the rainy season.

The climate is tropical and distinguished by three major seasons.

Dry Season: November - March

The most pleasant season is the dry season from November to March during which temperatures are cooler (averaging 20-28°C).

Hot season: April - May Average temperatures are 30-35°C.

Rainy season: June - October

Locally referred to as the "green season" during which temperatures are relatively cool (average 25-30°C). At this time of year it rarely rains in the morning. Instead, most precipitation comes in the afternoon and even then it's only sporadic. Rainfall varies considerably from area to area. Whereas the seaward slopes of the south-west highlands (Kompong Som and Kampot provinces) receive more than 5,000 mm of rain per annum, the central lowlands average only about 1,400 mm.

## clothing

Since Cambodia has a hot and humid tropical climate, casual and lightweight clothing is a must with clothing made from natural fibres being the best option. A jacket might be needed on cool winter evenings or in hotels and restaurants that use excessive air conditioning.

A hat and high-factor sun block is advisable as protection against the hot sun when sightseeing outdoors and while travelling with on a tour, in addition to comfortable walking shoes.

Although many tourists do wear shorts and sleeveless shirts, please respect the culture and traditions of Cambodia and dress modestly, especially when visiting temples and religious sites.

## currency and exchange

The local currency is the riel, however in Phnom Penh and most major tourist destinations, almost all goods and services are calculated and paid for in American dollar. The rate of exchange is approximately 4,000 riel to 1 USD.

Credit cards, traveller's cheques and currencies other than USD are accepted only at a few places such as major hotels, at some foreigner-owned restaurants and at some souvenir shops. It is best to carry USD in small denominations. ATM machines are offered by ANZ Royal Bank, Cambodian Public Bank, SBC Bank and Canadia Bank. ATM machines are offered by all banks and accept all major credit cards and can be found at various places throughout any large city in the country.

## Contact

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## customs regulations

Regulations are relaxed and simple formalities should be observed when entering the country. Every traveller has to complete a customs declaration form during the arrival flight and must submit it on arrival.

Any amount of foreign currency can be brought into Cambodia, but the amount of Cambodian currency must not exceed 100,000 riel per person. Tourists and non-residents carrying over USD 10,000 in cash or its equivalent must declare so in order to ensure they will be allowed to exit the country with that amount.

A Diethelm Travel representative will meet travellers at the exit of the airport building, after airport immigration and customs control points have been passed. For easy recognition, our representative will display a Diethelm Travel sign with the names of the guests or group. It also will be this representative who will be in possession of tickets for ongoing flights of the clients. Should clients buy international tickets through us, they will receive them on their departure day.

## domestic flights

Cambodia Angkor Air operates flights between Phnom Penh and Siem Reap and between Siem Reap and Sihanoukville with A321 & ATR72 and accepts 20 kg luggage.

Bassaka Air operates flights between Phnom Penh and Siem Reap with A320 and accepts 20 kg luggage for economy class and 30 kg luggage for business class.

## drinking water

Drink lots of water. Purified, bottled water is available everywhere. Never drink tap water and avoid ice cubes if you have a sensitive stomach.

## electricity

The voltage in Cambodia is 220 V, 50 Hz. Electrical outlets (power sockets) are mainly round two-pin type.

## food and dining

Khmer cuisine is closely related to those in neighbouring Thailand and Laos although it is not as spicy. Curries, stir-fried vegetables, rice, noodles and soups are staples of the Khmer diet. Fresh river fish and shellfish are both abundant and delicious. Western food is provided only in the major cities although other Asian dishes are widely available. Cambodia is well known in the region for its prahok, a strong, fermented fish paste used in a variety of traditional dishes.

Tap water should never be drunk. Bottled mineral water and bottled drinking water are available in all reputable hotels and restaurants. Similarly, salad and fruit served at these establishments are safe.

All Diethelm Travel tours are based on breakfast only in Phnom Penh, Siem Reap and Sihanoukville and on full board arrangements in other destinations. For full-day excursions, a picnic lunch can be provided if no adequate restaurants are available.

## general advice

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Drink lots of water. Purified, bottled water is available everywhere. Never drink tap water.

Use an insect repellent against mosquitoes. It is the only way to be sure of protection against mosquito-borne diseases.

Since Cambodia has a hot and humid tropical climate, casual and lightweight clothing is best. Clothing made from natural fibres is the best option. A jacket might be needed on cool evenings or in hotels and restaurants using excessive air conditioning.

A hat and high-factor sun block is advisable as protection against the hot sun when sightseeing outdoors.

For sightseeing tours you should wear cool, comfortable clothes and walking shoes. Sunscreen lotion and a hat are strongly recommended.

Photos are inexpensive to process in the country. Any specialised photo or video equipment should be brought with you.

Photography and video in airports, railway stations and near any military installations is forbidden and discretion should be used when photographing people, particularly monks and those in hill tribes.

getting there

Many more options for direct connections today:

**For Siem Reap:** 39 cities with non-stop flights to Krong Siem Reap (REP)

1h 5m	Bangkok, Thailand
50 m	Phnom Penh
1h 15m	Ho Chi Minh City, Vietnam
1h 50m	Hanoi, Vietnam
55m	Sihanoukville
2h 35m	Guangzhou, China
2h 45m	Hong Kong
2h 5m	Kuala Lumpur, Malaysia
1h 45m	Luang Prabang, Laos
4h 20m	Shanghai, China
1h 20m	Da Nang, Vietnam
1h 0m	Pakse, Laos
2h 40m	Kunming, China
2h 15m	Singapore
3h 45m	Enshi City, China
1h 35m	Phuket, Thailand
4h 20m	Nanjing, China



5h 25m	Busan, South Korea
5h 50m	Seoul, South Korea
4h 55m	Beijing, China
3h 45m	Nanchang, China
3h 40m	Manila, Philippines
4h 10m	Ningbo, China
3h 10m	Wanzhou District, China
3h 55m	Xi'an, China
3h 25m	Chongqing, China
3h 25m	Changsha, China
3h 15m	Chengdu, China
4h 30m	Hefei, China
3h 0m	Shenzhen, China
3h 30m	Taipei, Taiwan
3h 30m	Wuhan, China
3h 0m	Xiamen, China
2h 55m	Zunyi, China
2h 0m	Haikou, China
4h 10m	Hangzhou, China
4h 5m	Lanzhou, China
5h 5m	Shijiazhuang, China
4h 15m	Xuzhou, China

**To Phnom Penh:**

4h 48m	Beijing PEK, China
4h 25m	Shanghai PVG, China
3h 10m	Chengdu CTU, China



2h 40m	Guangzhou CAN, China
3h 40m	Chongqing CKG, China
3h 0m	Shenzhen SZX, China
5h 20m	Seoul ICN, South Korea
2h 40m	Hong Kong HKG, Hong Kong
2h 28m	Kunming KMG, China
10h 0m	Doha DOH, Qatar
2h 3m	Singapore SIN, Singapore
5h 55m	Tokyo NRT, Japan
1h 50m	Kuala Lumpur KUL, Malaysia
3h 15m	Changsha CSX, China
3h 28m	Taipei TPE, Taiwan
2h 55m	Xiamen XMN, China
2h 15m	Nanning NNG, China
1h 15m	Bangkok DMK & BKK, Thailand
1h 50m	Sanya SYX, China
3h 10m	Fuzhou FOC, China
2h 55m	Manila MNL, Philippines
3h 30m	Jakarta CGK, Indonesia
1h 0m	Ho Chi Minh City SGN, Vietnam
1h 25m	Phuket HKT, Thailand
2h 30m	Macao MFM, Macao
3h 3m	Shantou SWA, China
2h 0m	Da Nang DAD, Vietnam
2h 0m	Yangon RGN, Myanmar
2h 10m	Zhanjiang ZHA, China
1h20m	Vientiane VTE, Laos



## health requirement

Although no vaccinations are officially required for entry to Cambodia, it is highly encouraged that they are obtained prior to arrival. Visitors are advised to check with their doctor or a travel immunisation clinic regarding protection against malaria, Japanese Encephalitis, typhoid, tetanus, hepatitis A and B. Any essential medications should be brought with you as there is no guarantee that they will be available in Cambodia.

## internet

Internet access is available in most hotels in Phnom Penh and Siem Reap. Wireless internet and tourist sim cards with 3G/4G packages are widely available throughout the main cities.

The following websites provide relevant information on Cambodia:

- [www.diethelmtravel.com](http://www.diethelmtravel.com)
- [www.tourismcambodia.org](http://www.tourismcambodia.org)
- [www.mot.gov.kh](http://www.mot.gov.kh)
- [www.cambodia-web.net](http://www.cambodia-web.net)
- [www.embassyofcambodia.org](http://www.embassyofcambodia.org)
- [www.phnompenhpost.com](http://www.phnompenhpost.com)
- [www.cambodia.org](http://www.cambodia.org)
- [www.angkor.com](http://www.angkor.com)
- [www.canbypublications.com](http://www.canbypublications.com)
- [www.asialifemagazine.com/cambodia/](http://www.asialifemagazine.com/cambodia/)
- [www.cambodiadaily.com](http://www.cambodiadaily.com)

## language

Khmer is the official language. It is inherited from the Mon-Khmer family and enriched by the Indian Pali and Sanskrit languages. There are various dialects spoken in areas outside Phnom Penh.

English is the second language, followed by French, even though they are not widely spoken except in the capital.

## local time and working hours

Cambodia runs at GMT +7 hours, the same time zone as its neighbours Thailand, Vietnam and Laos.

Governmental agencies work Monday to Friday from 7:30 hours to 16:30 hours (lunch breaks are from 12:00 hours to 14:00 hours) and are closed on Saturday, Sunday and public holidays.

Banks are open Monday through Saturday morning from 7:30 hours to 15:00 hours and are closed on Saturday afternoon, Sunday and public holidays.

ABA bank’s main branches in Siem Reap, Sihanoukville and Phnom Penh are open Daily from 8:00 hours to 20:00 hours

## opening hours of museums

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### **Toul Sleng Genocide Museum**

Open every day from 8:00 hours to 17:00 hours Visitors are not admitted after 16:45 hours

### **National Museum**

Open every day from 8:00 hours to 17:00 hours Visitors are not admitted after 16:45 hours

### **Royal Palace and Silver Pagoda**

Open every day from 8:00 hours to 11:00 hours (closed to new visitors at 10:45 hours) and from 14:00 hours to 17:00 hours (closed to new visitors at 16:45 hours), except when His Royal Highness King Preah

Borom Moneath Norodom Sihamoni conducts religious ceremonies at the Silver Pagoda or Royal rituals at the Royal Palace, then one of the two or both compounds will be closed. During the Water Festival, they're open only in the mornings on the first two days and closed for a full day on the third day.

## **passport and visa**

### **Visa Regulations**

#### **General**

Immigration formalities are quicker when travellers already possess their visa. However, Cambodia has very liberal visa regulations. For USD 30 all travellers can obtain a tourist visa valid for 30 days single entry upon arrival.

A passport valid for at least 6 months beyond the end of the visit and one blank page in the passport are required. For travellers joining a Diethelm Cambodia tour departing from Bangkok, visas can be arranged there within 2 working days. Every traveller has to complete an immigration and a customs form during the arrival flight or upon arrival. Cambodian tourist visas can be extended 1 time for 30 days.

#### **Visa upon arrival**

Visas upon arrival can be obtained at Phnom Penh, Siem Reap and Sihanoukville International Airports and at the following border crossings:

With Vietnam:

- Bavet/Moc Bai
- Bavet Border Crossing
- Kaom Samnor/Vinh Xuong (Mekong River)
- Phnom Den/Tinh Bien - Takeo Border Crossing
- Trapeang Plong/Xa Mat - Kompong Cham Border Crossing
- Prek Chaak/Xa Xia - Kep Border Crossing
- Trapaeng Sre/Loc Ninh - Kratie Border Crossing
- Banteay Chakrey/Khanh Binh - Svay Rieng Border Crossing
- O-Yadaw/Le Tanh - Banlung Border Crossing

With Thailand

- Poipet/Aranyaprathet – Poipet Border Crossing
- Cham Yeam/Hat Lek – Koh Kong Border Crossing
- Psar Pruhm/Ban Pakard – Pailin Border Crossing
- Kamrieng/Daun Lem – Battambang Border Crossing

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- O'Smach/Chong Jom – Oddar Meanchey Border Crossing
- Choam/Choam Srawngam - Anlong Veng Border Crossing

The border crossing at Preah Vihear is currently still closed due to ongoing tensions.

With Laos

- Trabaeng Kriel/Dông Kralor – Stung Treng Border Crossing

**E-visa**

Visitors can also apply for a tourist visa on the Ministry's website with a processing time of 1 day. Valid ports of entry and exit for e-Visa holders are:

- Phnom Penh International Airport
- Siem Reap International Airport
- Sihanoukville International Airport
- Bavet-Moc Bai (Cambodia-Vietnam border)
- Koh Kong-Trat (Cambodia-Thailand border)
- Poipet-Aranyaprathet (Cambodia-Thailand border)
- Trabaeng Kriel (Cambodia-Laos border)
- Stung Treng (Cambodia-Laos border)

A scanned copy of the passport and USD 36 paid by credit card will get you an emailed visa which you have to print and bring with you. All ports are equipped with the latest version of terminal system and there will be a special e-Visa lane in each port. For more information and to apply for e-Visa, please log on to [www.mfaic.gov.kh](http://www.mfaic.gov.kh). Be aware of fake visa sites.

The Commissariat General of National Police announced that the nationals of following 14 countries cannot get E-visa: Afghanistan, Algeria, Bangladesh, Cameroon, Congo, Ethiopia, Iran, Iraq, Nigeria, Oman, Pakistan, Saudi Arabia, Sri Lanka and Sudan. These nationals can get visa on arrival with following procedure: Diethelm Travel has to send a guarantee letter to the Department of Immigration of the Ministry of Interior with the detailed itinerary of the traveller together with a copy of the international roundtrip ticket of the traveller, a passport copy as well as a passport photo. A handling fee is imposed for this procedure.

Visa regulations for ASEAN countries

Visa exemptions are available for the following nationalities (country, duration of stay):

- Thailand: 14 Days
- Philippines 21 Days
- Singapore 30 Days
- Malaysia 30 Days
- Laos 30 Days
- Vietnam 30 Days
- Brunei 14 Days
- Indonesia 30 Days
- Seychelles 14 Days

**post and communications**

Post is routed by air through Bangkok and is reliable. Most hotels have IDD lines but calls and faxes are very expensive with the



average cost of a call to Australia, Europe and US approximately USD 2.50 per minute. Public phones that use pre-paid phone cards are common in Phnom Penh and Siem Reap. Phone cards can be purchased at the post office, most hotels and supermarkets.

Visitors can buy SIM cards from several network operators at Phnom Penh and Siem Reap International Airports. "Travel SIM" cards have a validity of 1 or 2 weeks with different advantages depending on the network. These cards are non-refundable and can be topped up in town. The visitor will have to present his passport of which a copy will be made.

## religion

Theravada Buddhism: official religion; Islam (500,000); Christianity (125,000)

Pagodas and the temples are sacred, religious places where knees and shoulders have to be covered. Although many tourists do wear shorts and sleeveless shirts, please respect the culture and traditions of Cambodia. This is also the case for the Royal Palace and Silver Pagoda in Phnom Penh. Visitors who do not abide to these rules of conduct may not be allowed access. Shoes (as well as hats) have to be removed before entering pagodas.

## safety and security

After years of political and social upheaval, Cambodia now enjoys relative stability. Continuing efforts are made to reconstruct the country from decades of war, to upgrade the infrastructure (roads, bridges, airports etc) and to ensure security. Cambodia is now once again safe for travel.

However some simple common sense precautions with possessions lessen the chances of becoming a victim to theft. Carry your handbag or rucksack to the front of you and be aware that handbag snatches due to theft from motorbikes occur, especially in the larger cities such as Phnom Penh.

## shopping

### Cambodia's stunning Khmer crafts

Home to an abundance of cultural riches, Cambodia is in many ways ideal for shopping. Between its age-old weaving traditions and high-caliber woodcarving, the country's level of craftsmanship verges on incomparable. Today, the country is in the midst of a handicrafts revival of sorts: from gemstones and silver, to silk and sarongs, there are plenty of options for the sophisticated traveller in Cambodia.

### Original Art

Whether you're an art lover or big-time collector, Cambodian art is an exciting genre that's gaining traction in the international market. If you're looking to find a special piece for your home, stop by one of the many shops to peruse their selection. No doubt you'll discover a wealth of oil paintings, bronze sculptures and weavings with which to adorn your space.

### Shopping Smartly

We suggest proceeding with caution when purchasing jewellery, gold and stones as Cambodia does have its fair share of fakes. Similarly, when buying antiques please be aware that exporting them is subject to the Ministry of Culture's authorisation. Finally, be sure to bargain at every step of the way to get the best price possible — and don't forget to enjoy the thrill of the chase!

## Contact

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### Green shopping

Many NGO’s assist families in need, the disabled and their families by engaging them in upcycling workshops. They produce stylish products which are sustainable for the environment as well as less fortunate families. These products are unique and locally produced because each of them are handmade and make great souvenirs.

## some fast facts

**Official name**

Kingdom of Cambodia

**Area**

181,035 square kilometres

**Monarch**

HM Preah Borom Moneath Norodom Sihamoni, King of Cambodia

**Ethnic Groups**

Khmer 90%, Cham (Khmer Islam), Hilltribes, Chinese, Vietnamese

**Population**

15 million (50% of the population is aged under 15)

**Capital**

Phnom Penh – 2 million

**Religion**

Theravada Buddhism (official religion); Islam (500,000); Christianity (125,000)

**Provinces**

25 provinces

## tipping

Tipping is not obligatory in Cambodia but it is nonetheless widely practised in hotels and restaurants in addition to the service charges shown on bills. For example, porters may receive 1,000 riel per bag.

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