

Our scope of visa service and policy

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Scope of visa service

Type of travel visa

- 1 month – single entry
- 3 months – single entry
- 1 month – multiple entry
- 3 months – multiple entry
- 1 year multiple entry

Checklist of nationalities requiring a visa to Vietnam

Africa

Algeria	Visa required	
Angola	Visa required	
Benin	Visa required	
Botswana	Visa required	
Burkina Faso	Visa required	
Burundi	Visa required	
Cameroon	Visa required	
Cape Verde	Visa required	
Central African Republic	Visa required	
Chad	Visa required	
Comoros	Visa required	
Congo	Visa required	
Djibouti	Visa required	
Egypt	Visa required	
Equatorial Guinea	Visa required	
Eritrea	Visa required	

Ethiopia	Visa required	
Gabon	Visa required	
Gambia	Visa required	
Ghana	Visa required	
Guinea	Visa required	
Ivory Coast	Visa required	
Kenya	Visa required	
Lesotho	Visa required	
Liberia	Visa required	
Libya	Visa required	
Madagascar	Visa required	
Malawi	Visa required	
Mali	Visa required	
Mauritania	Visa required	
Mauritius	Visa required	
Mayotte	Visa required	
Morocco	Visa required	
Mozambique	Visa required	
Namibia	Visa required	
Niger	Visa required	

Nigeria	Visa required	
Reunion	Visa required	
Rwanda	Visa required	
Sao Tome and Principe	Visa required	
Senegal	Visa required	
Seychelles	Visa required	
Sierra Leone	Visa required	
Somalia	Visa required	
South Africa	Visa required	
Sudan	Visa required	
Swaziland	Visa required	
Tanzania	Visa required	
Togo	Visa required	
Tunisia	Visa required	
Uganda	Visa required	
Zambia	Visa required	
Zimbabwe	Visa required	

Arctic Region

Greenland	Visa required	
Iceland	Visa required	

Asia

Armenia	Visa required	
Azerbaijan	Visa required	
Bangladesh	Visa required	
Bhutan	Visa required	
Brunei	Visa not required	14 days
Cambodia	Visa required	
China	Visa required	
Christmas Island	Visa required	
Cocos	Visa required	
East Timor	Visa required	
Georgia	Visa required	
Hong Kong	Visa required	
India	Visa required	
Indonesia	Visa not required	30 days
Japan	Visa not required	15 days
Kazakhstan	Visa required	
Kyrgyzstan	Visa required	
Laos	Visa not required	30 days
Malaysia	Visa not required	30 days
Maldives	Visa required	

Mongolia	Visa required	
Myanmar	Visa not required	14 days
Nepal	Visa required	
North Korea	Visa required	
Pakistan	Visa required	
Philippines	Visa not required	21 days
Singapore	Visa not required	30 days
South Korea	Visa not required	15 days
Sri Lanka	Visa required	
Tajikistan	Visa required	
Thailand	Visa not required	30 days
Turkmenistan	Visa required	
Uzbekistan	Visa required	

Central America and Caribbean

Anguilla	Visa required	
Antigua and Barbuda	Visa required	
Aruba	Visa required	
Bahamas	Visa required	
Barbados	Visa required	
Belize	Visa required	
British Virgin Islands	Visa required	

Cayman Islands	Visa required	
Costa Rica	Visa required	
Cuba	Visa required	
Dominica	Visa required	
Dominican Republic	Visa required	
El Salvador	Visa required	
Grenada	Visa required	
Guadeloupe	Visa required	
Guatemala	Visa required	
Haiti	Visa required	
Honduras	Visa required	
Jamaica	Visa required	
Martinique	Visa required	
Montserrat	Visa required	
Netherlands Antilles	Visa required	
Nicaragua	Visa required	
Panama	Visa required	
Puerto Rico	Visa required	
Saint Kitts and Nevis	Visa required	
Saint Lucia	Visa required	

Saint Vincent and the Grenadines	Visa required	
Trinidad and Tobago	Visa required	
Turks and Caicos islands	Visa required	
Virgin Islands	Visa required	

Europe

Andorra	Visa required	
Austria	Visa required	
Belarus	Visa not required	15 days
Belgium	Visa required	
Bosnia and Herzegovina	Visa required	
Bulgaria	Visa required	
Croatia	Visa required	
Czech Republic	Visa required	
Denmark	Visa not required	15 days
Estonia	Visa required	
Faroe Islands	Visa required	
Finland	Visa not required	15 days
France	Visa not required	15 days
Germany	Visa not required	15 days

Gibraltar	Visa required	
Greece	Visa required	
Hungary	Visa required	
Ireland	Visa required	
Italy	Visa not required	15 days
Latvia	Visa required	
Liechtenstein	Visa required	
Lithuania	Visa required	
Luxembourg	Visa required	
Macedonia	Visa required	
Malta	Visa required	
Moldova	Visa required	
Monaco	Visa required	
Montenegro	Visa required	
Netherlands	Visa required	
Norway	Visa not required	15 days
Palestine	Visa required	
Poland	Visa required	
Portugal	Visa required	
Romania	Visa required	

Russia	Visa not required	15 days
San Marino	Visa required	
Scotland	Visa required	
Serbia	Visa required	
Slovakia	Visa required	
Slovenia	Visa required	
Spain	Visa not required	15 days
Sweden	Visa not required	15 days
Switzerland	Visa required	
Ukraine	Visa required	
United Kingdom	Visa not required	15 days

Middle East

Bahrain	Visa required	
Cyprus	Visa required	
Iran	Visa required	
Iraq	Visa required	
Israel	Visa required	
Jordan	Visa required	
Kuwait	Visa required	

Lebanon	Visa required	
Oman	Visa required	
Qatar	Visa required	
Saudi Arabia	Visa required	
Syria	Visa required	
Turkey	Visa required	
United Arab Emirates	Visa required	
Yemen	Visa required	

North America

Bermuda	Visa required	
Canada	Visa required	
Mexico	Visa required	
United States	Visa required	

Oceania

American Samoa	Visa required	
Australia	Visa required	
Cook Islands	Visa required	
Fiji	Visa required	
French Polynesia	Visa required	
Guam	Visa required	
Kiribati	Visa required	

Marshall Islands	Visa required	
Micronesia	Visa required	
Nauru	Visa required	
New Caledonia	Visa required	
New Zealand	Visa required	
Niue	Visa required	
Northern Mariana Islands	Visa required	
Palau	Visa required	
Papua New Guinea	Visa required	
Samoa	Visa required	
Solomon Islands	Visa required	
Tonga	Visa required	
Tuvalu	Visa required	
Vanuatu	Visa required	
Wallis and Futuna Islands	Visa required	

South America

Argentina	Visa required	
Bolivia	Visa required	
Brazil	Visa required	
Chile	Visa required	
Colombia	Visa required	

Ecuador	Visa required	
Falkland Islands	Visa required	
French Guiana	Visa required	
Guyana	Visa required	
Paraguay	Visa required	
Peru	Visa required	
Suriname	Visa required	
Uruguay	Visa required	
Venezuela	Visa required	

Visa requirement information may change from time to time. So it is advised that you check with the local embassy for confirmation before you go.

How to apply for a Vietnam visa on arrival

Vietnam visa on arrival is an alternative way to get your visa to Vietnam, it is quick and simple. All you need to do is to apply for an approval letter online to get the visa stamp when you arrive.

In brief:

Visa on arrival is applicable to air travel only, for travellers arriving by air to Hanoi, Ho Chi Minh city, Da Nang, Nha Trang and Hai Phong airports.

Just remember: Before applying for a visa approval letter, please check your passport to make sure it is valid for at least 6 months at your date of arrival in Vietnam. Here are four steps to apply for a visa on arrival:

1. Apply & pay
2. Get the visa approval letter by email in 3 working days
3. Prepare all required documents
4. Get your visa stamp upon arrival at one of five Vietnam international airports

How to apply?

1. Apply & pay online

To complete the online application for a Vietnam visa approval letter, the visa applicants need to provide the following information exactly as shown in their passports (as once issued, the approval letter could not be amended in any way).

- Full name (exactly as in your passport)
- Gender
- Date of birth (DOB)
- Nationality
- Passport Number
- Proposed arrival date
- Proposed exit date
- Purpose of visit

Once the application is submitted, you will be redirected to a payment page where you can pay for the service using your debit/credit cards or Paypal account.

2. Get the visa approval letter by email in 3 working days

Once you submit the application form and pay for the service fee, we will send you an email with the PDF attachment in 3 working days for standard service and 1 working day for express service. You can also download it from our website at the Check Status page. Note: Please make sure your email is correct or check your spam box in case you do not receive the approval letter on time frame above.

3. Prepare all required documents

Travel worry-free Upon landing, head to the Landing VISA (VOA) Counter, present the following:

- Your passport, Visa approval letter
- 2 Passport-sized photos
- M3 Form or On arrival form ([click here to download it](#))
- Stamping fee to the Immigration Officer to get VISA stamped onto your passport.
- Get your visa stamp upon arrival at Vietnam international airports

Upon arriving at one of the Vietnam international airports in Hanoi, Da Nang, or Ho Chi Minh City, travelers are required to complete an Entry/Exit form (available at the airports or by previous download from our website). You will then present your Approval Letter, passport, photos, and cash payment for the Stamping Fee in order to receive the visa stamped in your passport.

Frequently asked questions

Below is a list of most commonly asked questions about visa on arrival. If you want to ask something else, please contact us directly for assistance.

Q.What is the "approval letter"?

A.The "**Visa approval letter**" is a document that allows you to enter and exit Vietnam for a given time period. With the approval letter, you can pick up your visa upon arrival at one of the 5 international airports in Vietnam (Hanoi, Ho Chi Minh City, Nha Trang City - Cam Ranh Airport and Da Nang).

Please note: Normally, visa approval letter is usually issued in group and therefore, you may find your name and other information in the same letter as other people. if you want a private letter, please email us at visasupport@vatravel.vn.

Q.How long am I allowed to stay in Vietnam

A.The maximum period you are allowed to stay is 3 month. You can, however, extend your stay while you are in Vietnam.

Q.Do I need to purchase return ticket before I apply?

A.You do not need to purchase your air ticket upon applying for visa-on-arrival. In the application form, we ask for an estimate date which you think you will travel to in Vietnam. Keep in mind that you are not allowed to enter the country before this stated date.

Q.Can I change the details after I get the approval letter?

A. Once you receive the approval letter issued by the Department of Immigration, you cannot modify the information stated on the letter such as your name, gender and date of birth. In case you need to change these details or plan to arrive earlier than the approved date, you will need to reapply for a new visa letter.

Q.Will the approval letter be sent to me by mail?

A.We will send you the approval letter by email. This is a major advantage of visa on arrival since it is both time saving and completely secure. Make sure you provide us with an accurate email address at the time of applying.

Q.Am I eligible for visa-on-arrival?

A.Visa on arrival is made available to all applicants from all countries, however, we just accept applications from certain countries listed on our application form.

Q.Can I pay the stamping fee by credit cards?

A. No, the stamping fee is accepted in cash only either by VND or USD

Q. Can I take the photos at Vietnam airport

A. That is possible in some cases, however, we strongly advise that you prepare the photos before you go.

Q. How long does it take to get the visa stamped at Vietnam airport?

A. Normally (90%), it takes about 15-30 minutes to get the visa stamp depending on the numbers of arrivals. However, about 5% of our customers reported that they had to wait for 1-1.5 hours at Vietnam airport so the wait time may vary.

Special Note: *Visa on arrival is available for air travel only, in case you arrive by land or sea cruise you are advised to contact the embassy of Vietnam in your country to apply for a visa before you go.*

Q. Can I change the information on the approval letter at later date?

A. No, It is not possible to change or amend the approval letter once it is issued, please double check all information to make sure that it is correct as in your passport.

Q. Can I request for a private letter with my name/my partner name on it only?

A. Yes, you can tick on the "private letter" request on the form. However, there will be an additional fee for this service.

Q. If I apply on weekend, when I can expect to receive my approval letter?

A. As it takes 3 working days to process an approval letter, you will receive the approval letter by late Wednesday or early Thursday. If you need it quickly, please select the express service.

Additional information

Citizens from Southeast Asia do not require visa to visit Vietnam. Japanese, South Korean and Nordic nationals are allowed to stay in Vietnam for 15 days without having to obtain a visa. If you intend to stay for longer than the allowed period, you can apply for visa-on-arrival.

Q. How long does it take to have my visa application processed?

A. **Normal processing time:** is usually 3-5 business days. You can speed up the process by applying for same day or next day processing with some additional fee.

For same-day processing: If you apply before 8 A.M. Monday to Friday (Vietnam time, GMT +7), you will receive your approval letter by noon of the same day. If you apply after noon, you will receive your approval letter by 5 P.M. Any application made after 5 P.M. will be processed by noon the next working day.

Q. Why should I apply online for a Vietnam visa?

A. Each visa application option offers you some advantages. VOA is especially beneficial for those who live far away from the Vietnamese embassies. However, the disadvantage is that sometimes you have to wait for long time at Vietnam airport due to large number of arrivals.

So, if possible, we advise that you apply for your visa through the embassy before you go!

Q. Is visa-on-arrival legitimate?

A. **The short answer:** Yes. Visa-on-arrival (VOA) is completely legitimate.

The more detailed answer: Visa to Vietnam can be issued by two different authorities: Vietnamese Embassies abroad or the Department of Immigration based in Vietnam. VOA is issued by the latter office and recognized as a legal document by the Vietnamese government.

Q. How does visa-on-arrival work?

A. You need to fill in the online application form with the requested information. Please make sure your name and passport number match the original document to avoid delays and other complications. After your application is processed, we will send you an approval letter by email. Print it and bring it to the airport to board the plane. At Vietnam Airport, you will fill out a short form, together with 2 passport-sized photos, your passport and your approval letter. The Immigration Officers will stamp your passport with the visa.

Q. How do I pay for the application?

A. We have developed an advanced online payment system where your personal information is completely secure. We currently accept Western Unions, Bank Transfer and most major debit and credit cards (Master, Visa, Amex).

Our bank account to receive visa service payment:

Name of beneficiary:

Beneficiary's bank account number:

Opened at:

For security reason, we do not process payment over the phone.

Q. My passport is damaged or expiring soon, but I want to apply for an approval letter. What should I do?

A. Please obtain a new passport before applying for an approval letter if:

Your passport is going to expire in less than 6 months after the time you arrive Vietnam.

The film on the biographic data pages of your passport (i.e., page with your photo and back page with your parents' information) is peeling, or

Your passport is otherwise torn, damaged, mutilated or has been washed or laundered.

Q. Do I need photos at Vietnam airport and what are photo requirements?

A. Photographs are required at Vietnam airports only and you do not need to provide them during the online application process. The photographs need to be taken in the format specified below.



Photographs must:

- be a recent true likeness of the individual, taken within the last 6 months
- be in colour, not black and white
- be taken against a light grey or cream background 40 millimetres (mm) width x 60 mm height (4cm*6cm)
- be free from shadows
- be printed professionally or taken in a passport photo booth.

Note: in emergency cases, photos can be taken at Vietnam airport for 5 USD/each

At the airport

Q. How long does it take to finish the procedure at Vietnam Airport?

It depends on how many people are arriving at the same time as you and who also need a visa. The wait time hardly exceeds 30 minutes and is usually around 15 minutes, however, some of our customers (about 7%) reported that they waited for 1.5 hrs due to a large number of arrivals at the same time. Make sure you have all required documents ready to avoid delay:

- Print-out of your Visa-Approval letter.
- A passport valid for at least 6 months from your date of exit out of Vietnam.
- Passport should have at least one blank page where the Visa sticker can be placed.
- Cash US\$ or Vietnamese Dong to pay for the Visa Stamping Fee at Vietnam airport (US\$25,- for single entry, US\$50- for multiple entry visa).
- 2 recently-taken photos with regular passport size.

Others

Q. How do I check my application status?

A. You can check your application status by visiting this [link](#). Your status will be in one of the three formats: Application Submitted; Payment Received and Order Complete.

Q. Can I apply for my family member or relatives?

A. Yes, you can. Make sure that all the information provided on the application form matches the original documents and that you forward the approval letter to the person who travels.

Q. How can I extend my visa when I am in Vietnam?

A. The maximum period you are allowed to stay is 3 month. You can, however, extend your stay while you are in Vietnam. To extend your visa, please visit the Vietnamese Department of Immigration, located at 40 Hang Bai Street, Hanoi or 161 Nguyen Du, Ho Chi Minh City. The visa form extension can also be downloaded online (<http://xnc.congan.com.vn/vietkieu-nuocngoai/bieumau-vietkieu-xnc/mldocument.2008-04-24.7891982088/view>)

Q. I plan to arrive in Vietnam by air but exit by crossing the border to Cambodia. Can I still apply for visa-on-arrival?

A. You can use visa-on-arrival provided that your first point of entry to Vietnam is an airport in Hanoi, Ho Chi Minh City or Da Nang. You can exit or re-enter Vietnam by land and still able to use the visa on arrival.

Q. How much does a Vietnam Visa cost

A. Visa on arrival involves two types of fees that you are required to pay: THE APPROVAL LETTE FEE (pay online) + STAMPING FEE at Vietnam airport (pay by cash on arrival)

Our guarantee

We guarantee a 3-day visa application process. We will refund 100% of your visa fee if your approval letter is not received within three working days. Visa service payment is secured via VTC pay with 24/7 support.

Book with confidence

✓ **Guaranteed 3 Working Day Processing**

Full fees will be refunded in case you do not receive the approval letter in time as promised.

✓ **Money Back Guarantee**

100% money back guarantee if your application is declined.

✓ **Secure Payment**

Secure payment by credit cards/debit cards with Paypal.

✓ **Prompt Customer Support**

We answer emails within 2 hours during a business day.

Our terms and coditions

In these Terms and Conditions "we, our, us" refers to VATravel.vn

ACCEPTANCE OF TERMS

Please read these terms and conditions carefully before using this website. If you object to any of the terms and conditions set out in this agreement you should not use any of the products or services on the Website and leave immediately.

You agree that you shall not use the Website for illegal purposes, and will respect all applicable laws and regulations.

You agree not to use the website in a way that may impair the performance, corrupt the content or otherwise reduce the overall functionality of the Website.

You (also) agree not to compromise the security of the Website or attempt to gain access to secured areas or sensitive information.

You agree to be fully responsible for any claim, expense, liability, losses, costs including legal fees incurred by us arising from any infringement of the terms and conditions set out in this agreement.

MODIFICATION

VATravel.vn reserves the right to change any part of this agreement without notice and your use of the Website will be deemed as acceptance of this agreement. We advise users to regularly check the Terms and Conditions of this agreement.

We have complete discretion to modify or remove any part of this site without warning or liability arising from such action.

CANCELLATIONS AND REFUNDS

We run No-refund policy on all Vietnam visa applications submitted on our website. It is therefore important that should you wish to cancel your visa application with VATravel.vn that you contact us immediately to prevent any unnecessary cost being incurred. Once an approval letter has been sent to your email address, we are **unable to reimburse** you the visa fee.

It is imperative that you supply us with all the correct information required for your requested visa at the time of your intended departure. VATravel.vn cannot be held responsible for any visa granted incorrectly or refused entry due to incorrect visa information and any losses incurred. Though every effort will be made on our part to correct any visa issues prior to departure, no refund will be given by us in the event of false or incorrect information being supplied at the time of submission. We strongly recommend that you check your visa confirmation letter against your passport and personal information prior to departure.

This visa is applicable to air travel only, so by applying through our website, you agree that you will fly to Vietnam in order to get your visa stamped. We will not refund in case you DO NOT enter Vietnam by air once your visa is approved.

All the fees will be refunded in case your application is declined and depending on card issuers, the refund process may take 7-10 working days.

VOCABULARY

Date format: dd/mm/yyyy - 15th October 1980

Time Zone: Vietnam standard time - GMT +7

Working days: All week days except Saturday and Sunday.

Working hours: 8.00 AM to 16.00 PM every working days.

Multiple / Single entry: Multiple is interpreted as multiple entries, not multiple applicants.

Multiple entries means you are allowed to enter / exit Vietnam multiple times within a given period of time (1, 3 or 6 months). For example: 6 month multiple entry visa means - you are allowed to enter / exit Vietnam multiple times from the intended date of arrival provided plus 6 calendar consecutive months.

PROCESSING TIME AND SERVICE COMPLETION

Processing time for arranging pre-approved letter offered by VATravel.vn. Under normal circumstances, it takes 2 – 3 working days, **starting from the next business day after you pay and notify us of your payment receipt.** In special cases, additional documents may be required and processing time may be longer than usual. In such cases, we will inform you by email.

Our service is completed once the letter of approval is sent to the email address you submitted during the application process. You are required to notify us if you do not receive the letter in time, if no email from you informing us that you do not receive the letter within 3 days, the service is understood to be completed. We are not responsible for any delay/loss caused by the Wrong email addresses supplied by applicants or the situation that applicants do not notify us by email that approval letter is not received.

Once the service is completed and the approval letter is sent to the applicant, the information and record of the applicant will be automatically deleted from our system. VATravel.vn is not to be held accountable and responsible for the problems and claims associated with personal data and privacy issues.

DISCLAIMERS

We are not responsible for any loss, delay or cancellation of your flight ticket, tour or accommodation booking made for your trip to Vietnam in case your visa application or entry is declined or in case we are unable to send it to you on time as promised. In this case, we will refund you the full amount paid to us.

Normally, it takes 2 working days to process an approval letter, however, there are also exceptions, delay due to unforeseen problems. We strongly recommend that you apply for a visa at least 1-2 weeks in advance of the travel date to avoid any potential issues.

Normally, it takes around 15-20 minutes to get the visa stamped at Vietnam airport upon arrival, however, sometimes it may take longer than expected due to the large number of arrivals. The circumstances are unavoidable and we should not be held responsible for any loss incurred.

* Applicant is responsible for checking accurate information on approval letter. In case of mistakes, applicants are required to contact us immediately for correction. Otherwise, applicant is fully responsible for the mistakes. If the errors are made on our part, we will process the letter of approval for free, and if it is on the applicants' part, the applicants must pay the full fee to obtain a new letter of approval. The process of getting a new letter of approval, again, will take 2-3 working days, so it is recommended that applicants check the approval letter carefully before the trip.

Vietnam visa approval letter is usually issued in group and therefore, you may find your name, passport number and date of birth in the same letter as other people. Only under special circumstances, request for an individual approval letter should be sent to our email address: visasupport@VATravel.vn. VATravel.vn is not to be held accountable for any issues arising from the group approval letter.

* We reserve the rights to refuse any new visa requests or the visa requests which are already made on our website and in such cases, full refund will be granted.

---The END---