



As someone that prides myself on being somewhat of a travel aficionado, I couldn't believe that I had never realized up until a few months ago that Vietnam Airlines does not include their flights in most flight search engines. If you want to book with VietjetAir, you must book through their website only; you will never see their flight prices otherwise. Naively, I had assumed that all airlines were popping up in my search results when searching for flights, and that VietjetAir was just never one of the cheap ones and you can apply [Vietnam visa on arrival](#) to fly to Vietnam easily.

When Ricky mentioned that we should book our trip to Ho Chi Minh city over Memorial Day weekend with VietjetAir, it dawned on me - that's why I had never booked a flight with them for a long time... they just never showed up in my search results. Well, now I know, and will be including VietjetAir when I search for flights to locations that they service. Once we started looking for VietjetAir flights to Nha Trang, we also found out that you could book your entire vacation package with VietjetAir as well. Now, I've had some decent luck with booking entire packages through travel sites such as [dulichso.com](#) or Travelocity, so I thought it might be worth looking at Vietnam Airlines. And sure enough, we found a better hotel for a cheaper price that way. So, we decided to book through them. However, we ran into a snag when Ricky tried to use a credit card that was registered under a different address than where we actually live now. It wouldn't let him put in a different address to mail the tickets to. Yup, that's right - they MAIL you tickets. What the heck? Who does that nowadays? People still mail things? So, we ended up having to call to get it straightened out and actually book our vacation over the phone.

The lady Ricky talked to send him a confirmation email (which, being the one that manages all of our travel plans, he immediately forwarded on to me to keep track of) and promised us we would have our paper tickets in the mail soon. So, we waited. And waited. And waited. Weeks went by, no sign of the tickets. We started worrying, hoping that they didn't get lost in the mail, as the customer service lady on the phone had informed us that we had to have these tickets. If we showed up at the airport without them, we were screwed. You see, Southwest Vacations is actually a completely separate entity from Vietnam Airlines. They aren't really affiliated. Southwest Vacations is just a travel site that uses Vietnam Airlines for all of their vacation packages. Yeah, kind of weird, especially since they only send out these paper tickets. This worried us - we are used to complete and total online booking. That way, I never lose anything. Dulichso.com keeps track of everything for me - flights, hotel reservations, [Vietnam visa application](#), dinner reservations, you name it. But that's another blog post. These paper tickets were just not what we were used to. So, after waiting weeks and not seeing them, Ricky contacted someone at Southwest Vacations, only to be told that the tickets would be sent closer to the time of departure.

And sure enough, we did get them, and immediately breathed a huge sigh of relief. The day before our trip comes, and we go to check in online. I looked and looked at these paper tickets for a confirmation number to put in to check in online, but couldn't find one on the ticket. Mind you, these tickets had been printed on a dot matrix printer (no joke!) and had various meaningless (well, to me) numbers all of them. They were just a mess - who knows what all that stuff means. I finally did find the confirmation number on the letter we received with the tickets, but I do think it's

worth mentioning that I also wasn't able to look up our reservation on southwest.com since we had booked via Vietnam Airlines. Without that paper letter telling me what the confirmation code was, we wouldn't have been able to check in online at all. Which is kind of important with Southwest, as the earlier you check in, the sooner you board the plane and the better seat you are able to grab. We did check in, and we did make it there just fine and had no problems with our hotel or flight. And, we got a great price. So, for that, I would recommend Southwest Vacations. However, if you are like us and very used to doing everything online, you might want to see if you can find a good deal elsewhere, as it was kind of frustrating having to wait to receive our tickets in the mail and have to deal with paper ones that can easily get lost or left at home. Hopefully Southwest Vacations will rethink this idea and switch to something electronic and easier in the future. We will still consider using them again, but only if the price is right.