

TERMS & CONDITIONS:

PAYMENTS CAN BE EFFECTED BY

- *Online Payment - Via our online gateway. Your credit card details will be forwarded to our online payment gateway after completion of the online payment form where the entered amount will be deducted from your credit card.*
- *We accept all major credit cards: Visa, Master card or AMEX.**
- *Bank Transfer - Please use invoice number as reference when making payments to the bank, details provided on the invoice. Payments must be made in US Dollars and a proof of payment emailed to accounts@pansysshell.mu*

BANK DETAILS FOR TRANSFER:

Bank Name: The Mauritius Commercial Bank Ltd

Account Name: Pansy Shell Limited

Bank Address: Sir William Newton Street, Port Louis, Mauritius

USD Account Number: 000445111410

IBAN: MU21MCBL094400044510000USD

Swift Code: MCBLMUMU

** Please note: We do not accept American Express for booking or activity payments ON SITE as the Local Mozambique bank does not support AMEX transactions.*

GENERAL BOOKING POLICY

- *A 25% non-refundable deposit is required within 2 weeks of confirming a reservation.*
- *Final payment will be required 45 days prior to arrival.*
- *For bookings made less than 45 days prior to arrival, full payment is required within 7 days of making the reservation.*
- *Rates are quoted in US Dollars. Should payments be made in a currency other than USD, the exchange rate on the day of payment will apply.*
- *Pansy Shell Ltd is not be held liable for any exchange rate fluctuations.*

PANSY SHELL LTD RESERVED RIGHTS

In the event that Pansy Shell Ltd, at any time, receives another firm enquiry, accompanied by the payment of a 25% deposit, seeking accommodation being held by Pansy Shell Ltd for the Guest, then Pansy Shell Ltd reserves the right to request the Guest to immediately:

Release the said accommodation; or Pay a non-refundable deposit to Pansy Shell Ltd in the sum equivalent to 25% of the full account, so as to secure the reservation.

Please note that a reservation is not confirmed or secured until this deposit requirement has been paid in full. Pansy Shell Ltd reserves the right, without notice to the Company/guest/group/independent traveler (hereinafter referred to as "the guest"), to release any accommodation held where the required deposit has not been paid in full within the stated period. Please adhere to all deadlines stipulated in the reservation to avoid the reservation being automatically cancelled without prior notice.

It is the guests' responsibility to have travel insurance to cover costs incurred due to unforeseen events.

Kindly note that all visits to the Santorini Villas are subject to "The Santorini Mozambique Waiver & Indemnity", a copy of which is available on arrival.

CANCELLATION POLICY - INDIVIDUALS

Upon confirmation of reservation, Pansy Shell Ltd reserves the right to charge a cancellation fee unless the reservation is cancelled within 24 hours of the original confirmation of the reservation.

Applicable cancellation fee equivalent to:

45-60 days prior to travel: Deposit forfeited.

45 days prior to travel: 100% of total booking value.

For bookings made less than 45 days prior to arrival, full payment is required within 7 days of making the reservation.

Applicable cancellation fee for No Show's equivalent to: 100% of total booking value.