



Santorini  
MOZAMBIQUE

# Terms & Conditions 2021

## TERMS & CONDITIONS -BOOKING POLICY

- A 25% 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

## GENERAL BOOKING TERMS AND CONDITIONS

- Failure to remit payment on due dates will result in the cancellation of a booking and our cancellation policy will apply
- All major credit cards are accepted
- 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
- The property will not be held liable for any exchange rate fluctuations
- Agents are responsible for the full bank charge amounts that are payable for international transfers into our account
- Visitors are recommended to check with their Foreign Offices, Consular section and travel agent for current visa requirements, travel, health and safety advice

## CANCELLATION CHARGES

- Cancellation at 45 days or less prior to arrival will attract a 100% cancellation fee

## REFUNDS

- No refunds for late arrivals or early departures
- Guests should have travel insurance to cover costs incurred due to unforeseen events

Villa Santorini Ltd reserves the right to take compassionate circumstances into account. Any refunds due will be remitted less any bank charges incurred by Santorini and a 3% booking fee for the account of the client.

Villa Santorini Sociedade Unipessoal  
Bairro 19 de Outubro  
Vilanculos  
Inhambane  
Moçambique  
NUIT: 400365032  
+258 84 644 3230



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## FORCE MAJEURE / PANDEMIC TERMS AND CONDITIONS

### POSTPONEMENT

Applies to existing and new bookings due to travel until travel restrictions to and from South Africa and Mozambique are lifted

Bookings can postpone travel up to the 19th of December 2022.

We request that these changes be made more than 45 days prior to travel dates.

Original quoted rates will be honoured for all postponed reservations for 2021 and 2022.

Please note that rates might change for deferred reservations in the following scenarios

- If a different suite type to original booking allocation is requested
- If the amount of nights requested changes
- Specials will not be applicable to booking postponements for peak period

Adjusted dates are subject to availability

New dates don't have to be advised immediately and the booking folio's will be kept active until new dates are requested

### CANCELLATIONS

Full refund for cancellations 45 days or less prior to arrival due to Covid -19 related reasons

which includes:

- The government in the guest's country of residence restricts all but essential travel
- Travel restrictions are imposed on the destination by the guest country of residence
- Mozambique and/or South Africa is under official government sanctioned lock-down that prohibits guests from traveling
- Mozambique and/or South Africa has no formal lock-down but have closed their border either to international travellers or to travellers from the guest's country of residence
- International flights are cancelled with no alternative routing available for guest to use to reach Mozambique
- The guest has contracted COVID-19 and is under treatment or is in quarantine for COVID-19

Any refunds due will be remitted with all bank charges and a 3% booking fee for the account of the client. We reserve the right to ask for any reasonable evidence, written statements and or documents to support the reasons for cancellation that are given.

Please note these terms will remain in place until travel restrictions to and from South Africa and Mozambique are lifted.

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## BOOKING PAYMENTS

Payments can be effected through the following methods:

### \*ONLINE PAYMENT VIA OUR PAYMENT GATEWAY: DIRECT PAY ONLINE (DPO)

You will receive a payment link to our Direct Pay Online system where the specified amount will be deducted from your credit card after completion of the online payment procedure.

### \*MANUAL CREDIT CARD PAYMENT VIA OUR PAYMENT GATEWAY: DIRECT PAY ONLINE (DPO)

Villa Santorini Sociedade can process the payment after the completion of the credit card authorization form.

\*We accept Visa & Master cards for payment via DPO, Amex cards are not accepted.

### \*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 [reservations@santorinimozambique.com](mailto:reservations@santorinimozambique.com)

### 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

### PANSY SHELL LTD RESERVED RIGHTS

In the event that Santorini Mozambique receives an enquiry from a potential guest at any time and that Santorini Mozambique is holding accommodation for another guest of which the deposit on such accommodation has not been fully paid by the guest within the set deadline, Santorini Mozambique reserves the right to inform the guest that either

- (i) the said accommodation will be released immediately or
- (ii) request the guest to promptly pay a non-refundable deposit (equivalent to 25% of the full amount) to Santorini Mozambique.

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Please note that a reservation is not confirmed or secured until this deposit requirement has been paid in full. Santorini Mozambique reserves the right, without notice to the Company/guest/group/independent traveller (as applicable) (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 guest's responsibility to have travel insurance to cover costs incurred due to unforeseen events. Kindly note that all visitors to the Santorini Villas are subject to "The Santorini Mozambique Waiver & Indemnity", a copy of which is available on arrival.

**Santorini Reservations**

+27 (0) 76 941 4951

[reservations@santorinimozambique.com](mailto:reservations@santorinimozambique.com) | [www.santorinimozambique.com](http://www.santorinimozambique.com)



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