

West is Best

The most equable climate is to be found on the west coast of Mauritius. Seven of Beachcomber's eight properties are located along this coast, with the eighth hotel occupying a prime location near the airport. Generally the weather is warm and sunny ensuring year-round holiday enjoyment.

Price guarantee

Once full payment has been received by Beachcomber Tours, the price of the package is guaranteed.



WHY BOOK BEACHCOMBER

Beachcomber Tours operates in South Africa as the marketing arm of the prominent Mauritian leisure group, Beachcomber Hotels. The group currently operates eight premier resorts on the island, in the categories from 5-star exclusive to high-end four-star accommodation. Beachcomber also operates an exclusive hotel in Seychelles, Sainte Anne Resort and Spa, comprising 87 upmarket villas on a private island. Beachcomber Tours has developed a professional and efficient service code in its sales, marketing and reservations divisions, and serves the travelling public exclusively through retail travel agents. We are experts in every aspect of travel to Mauritius and Seychelles, and have representatives based on the islands to take care of our clients. Our staff members have first-hand knowledge of the destinations and the hotels in our group. They travel to the islands regularly to update their knowledge, particularly with regard to new properties, refurbishments and continuous upgrading of all the hotels in the Beachcomber group. Future plans include the development of a new golf course estate and 5-star hotel close to Le Morne Peninsula, named Domaine de l'Harmonie and a similar development in Morocco to be known as Royal Palm Marrakech.

Non-Smoking Policy

Smoking is not permitted in the rooms at all Beachcomber hotels. There are specially designated smoking areas in some restaurants and in the open air areas of the bars. Enquire upon arrival for more information.

QR Codes (Quick Response two-dimensional barcode)

With the growing popularity of smartphones, QR codes have become one of the most powerful applications in marketing of printed material. Simply scan with a smartphone. The link will redirect you to gorgeous photo galleries of the hotel you are interested in. It's instant access to rich-media content and provides you with a virtual escape.



You will need a QR code reader, which can be downloaded for free on most smartphones through your provider's app store.

Award-winning products and services

Travel agents have consistently recognised Beachcomber as a leading tour operator to the Indian Ocean. Our products and service to the retail trade and to you, the client, have earned us the reputation for efficiency and reliability.

Dress

Dress is cool and casual - beachwear for the day and smart-casual clothes for the evenings. Gentlemen are required to wear long trousers and closed shoes in the evenings. During the cooler months, jackets or light sweaters for evening wear are recommended.



TERMS AND CONDITIONS - BEACHCOMBER TOURS

Beachcomber Marketing (Pty) Ltd trading as Beachcomber Tours (herein called the Company)

1 Package price

Prices quoted are based on prevailing air fares, fuel surcharges, airport taxes, hotel prices, land costs and rates of exchange. The Company reserves the right to adjust package prices in accordance with increases as well as any seasonal adjustments and currency fluctuations.

2 Hotels

Once hotel reservations have been confirmed, the Company reserves the right to substitute hotels listed with others of a similar or higher category at no additional cost to the passenger, even after departure from South Africa. Hotels reserve the right to close restaurants and facilities due to operational reasons without prior notice. All facilities and amenities are subject to change at any hotel without prior notice.

3 Special requests for hotels and airlines

The Company will endeavor to comply with special requests however the Company cannot guarantee that these requests will be met. No request can be implemented unless stated in writing to the Company.

4 Not included in package prices

Package prices quoted do not include airport taxes and fuel surcharges but these costs are listed separately. Any additional surcharges levied by the airlines, costs of obtaining visas, re-entry permits and passports, telephone calls, laundry, entertainment arrangements not shown in the brochure, meals and beverages unless specified, or any other item of a personal nature are not included in the package.

5 Reservations

On confirmation of the booking, please complete and sign the booking form. A non-refundable deposit of between 20% and 40% of the total package price is payable within 72 hours of confirmation of the reservation in addition to the total cost of air tickets, airport taxes and fuel levies by the due date stipulated by the airline booked. The balance owing on the invoice must be paid 8 weeks prior to departure or alternatively as per the date stated on the confirmation. The Company reserves the right to cancel any reservation for which the total package price has not been paid by due date, in which event the deposit will be forfeited to the Company. The Company guarantees the price of land arrangements once full payment is received, except where subsequent increases are beyond the control of the Company. Air fares, airport taxes and fuel surcharges are subject to the prices and conditions quoted by the airlines and cannot be guaranteed by the Company. The Company is an intermediary and acts on behalf of her principles and can not be held liable for any increases, cancellations or changes effected by these principles.

6 Method of payment

The Company will accept payment for all land arrangements in cash, bank guaranteed cheque, and electronic funds transfer (EFT) or credit card. For payment by credit card the company requires an original signed credit card charge form (CCCF), a copy of the back and front of the credit card as well as a copy of the card holder's identity document or passport.

7 Cancellations and curtailment

Land arrangements

In the event of the passenger cancelling their reservation for any reason, such cancellation must be made in writing and in such instances; cancellation charges plus 14% vat will be levied in accordance with the maximum charges which can be imposed. From time of booking up to 8 weeks prior to departure, the deposit is forfeited. Cancellation fees during peak period being 20 December - 08 January, will be more stringent. Cancellation fees as per below:

8 Weeks prior:	25% of total package price
6 Weeks prior:	30% of total package price
4 Weeks prior:	50% of total package price
3 Weeks prior:	80% of total package price
2 Weeks prior:	100% of total package price

Air arrangements

Cancellation fees apply once air tickets are issued. The cancellation fees vary from 25% - 100% dependant on the air ticket issued plus 14% vat. Many airline offers are accompanied with strict terms and conditions. Airlines are non-negotiable post ticket issuance.

8 Amendments

Amendments to confirmed land reservations will be processed at a fee of R300 (including VAT) for each alteration made to the booking after the initial reservation. If notice of amendments is received within 8 weeks prior to departure, cancellation fees as per point 7 may be levied. Administration charges will be levied on all documentation/vouchers submitted for re-issue or refund. Changes to air tickets, once they have been issued, constitute an amendment fee if the air fare permits such a condition. Guaranteed departures and most discounted air fares may not be amended once payment is received.

9 Refunds and unused services

No refunds will be made for no-shows (clients who have booked and paid for services for a specific date and do not show), or any unused services irrespective of whether they form part of the basic inclusive package price, or whether they are in respect of pre-booked optional arrangements.

10 Delays

The Company does not hold itself responsible for any delays prior to departure nor during travel to any hotel/resort mentioned in this brochure whether brought about by technical difficulties, strikes, weather conditions or any other circumstances whatsoever, whether foreseen or unforeseen. The Company will however endeavor to assist clients during these periods and it is understood that any expenses relating to these unscheduled extensions (eg hotels, meals, airfares, telephone calls, etc) will be for the passengers' account.

11 Travel documents

Documentation is only prepared on receipt of a signed booking form and travel declaration and full and final payment has been cleared through the company's bank account. As per IATA (International Air Transport Association) ruling all names that are reflected on air tickets must be the same as the client's passport. All passengers will be personally responsible for ensuring that they are in possession of the correct documentation prior to their departure.

12 Itinerary alterations

The Company reserves the right to cancel the passenger's travel arrangements prior to departure, in which event the entire package price paid by the passenger will be refunded without prejudice and any further obligation on the part of the Company. While every effort is made to keep to all itineraries, the Company reserves the right to make any changes for the passenger's convenience. The duration of the travel package may have to be extended or curtailed owing to unforeseen changes in transport schedules. Any resultant expense will be borne by the passenger, and any saving refunded.

13 Passports, visas, vaccinations, inoculations, re-entry permits

The responsibility to obtain correct, current and valid passports and passport requirements, visas, vaccinations, inoculations and re-entry permits where required, is that of the passenger alone. The Company will not be held responsible or liable for any consequence of any nature arising from the customer failing to ensure that he/she has complied with all such requirements.

14 Insurance

Travel insurance is essential. We strongly advise passengers to take out travel insurance against cancellation, curtailment, illness, loss of baggage, personal accident, personal liability and default at the time of booking among other possibilities.

15 Following departure

Amendments and all cancellations en route must be made with our overseas operators directly. Please note that en route cancellations and amendments may incur additional fees as determined by our overseas operators, the cost of which must be settled directly with our operators.

16 Liabilities

The Company makes every effort to ensure that all arrangements and services connected with your travel arrangements will be carried out as specified in the most efficient and effective way possible. However, being intermediaries we do not have direct control over the provision of services by suppliers and, whilst they are in all cases selected with the utmost care, we do not accept liability for error and omissions of such suppliers. It is the clients' responsibility to satisfy themselves with any local laws and applicable insurance options, if any, for any facilities used or hired.

17 Responsibility

The Company acts as an agent only in producing and booking the various travel arrangements featured in this brochure, and on condition that it shall not be liable for any loss, damage, injury, accident, delay or any other irregularity that may be occasioned by any defect in any vehicle, or other form of conveyance, or by error or default of any company or person engaged in conveying passengers, carrying out the arrangements of travel, or otherwise in connection therewith.

18 Airline responsibility

The airline concerned is not to be held responsible for any act, omission or event during the time the passengers are not aboard their aircraft. The passenger ticket in use by the airline, when issued, shall constitute the sole contract between the airline and the passenger. E-tickets (electronic air tickets) do not carry the terms and conditions but should a client require these, the contracts may be found on the website of each airline.

19 Airline information

Baggage allowance is stated on each airline ticket. Passengers are reminded that they are responsible for reconfirmation of flights more than 72 hours prior to departure and to ensure that the airline has had no schedule or time changes. Failure to do so may result in the cancellation of a flight reservation by the airline.

20 Airline overbookings

The Company is not responsible for overbooking by airlines resulting in clients being denied boarding. It is the airline's responsibility to re-route clients on alternative routes at the airline's expense provided clients check in on time.

21 Transportation by road

Clients need to advise the Company in writing should upgraded transfers be required due to additional baggage or sporting equipment being transported. Upgraded transfers will be at an additional cost to the client. Standard transfers cannot accommodate infant/baby or booster seats. If these seats are required the request must be made in writing to the Company and private transfers will be booked at additional costs to the client.

22 Car hire

If clients intend to drive a rental car, a valid South African license is accepted alternatively an International Driver's License is required. Drivers must be 21 years old in Mauritius and 18 years old in Seychelles in order to hire a car.

23 General information

The Company cannot be held responsible for any charges that appear on a passenger's credit card, nor accept responsibility for having any of these charges reversed or corrected upon the passenger's return to South Africa.

24 Travel declarations

The Company requires that all foreign payments that are made on behalf of the passenger must be deducted from the passenger's foreign exchange allowance. A currency declaration to this effect must be lodged before final documentation can be released.

25 ASATA

Beachcomber Tours is a registered member of ASATA (Association of South African Travel Agents).

26 Law of governance

These Terms and Conditions shall be governed by the laws of the Republic of South Africa.



Mini Club



Pools



Bars



Spa/Massage



Waterski/wakeboarding



Scuba Diving



Weddings



Gym



Wifi



Babysitting



Conference



Water Sports



Tour Desk



Land Sports



Wedding Co-ordinator



Golf