

Hibiscus Holidays.Com

Terms and Conditions of Villa Rental

Flights and Travel

Rental of the villa does not include flights or any other travel costs.

Insurance

Hibiscus Holidays strongly recommends clients take out full holiday/travel insurance.

Airport Transfers

If required, airport transfers within Mauritius can be arranged in advance. Please indicate your requirements when booking the villa. If your flight is majorly delayed, please inform us in sufficient time so we can re-arrange your airport greeting. The current transfer rate is GBP £25, Euros €37 or Rupees 1,500 each way. The incoming transfer is paid on arrival at the villa and the outgoing transfer is paid prior to departure.

Accommodation Capacity

The number of persons staying at the villa must not exceed the stated capacity. In order to efficiently prepare the villa for you, please give details of your party with the number of adults, children and if the baby cot or toddler bed is required.

External Advertisers

We cannot always control the content and accuracy of other websites. If you were directed to Hibiscus Holidays by one of our advertisers, please take some time to look at our website in detail to confirm that our availability, accommodation, services and the terms and conditions are suitable for your requirements prior to making your reservation.

Provisional Booking

A provisional booking will be held for 7 days shown as **UNDER OFFER [GREEN DAYS]** on the calendar whilst you confirm your flights and travel plans.

Deposit

A deposit of 20% of the total cost of the villa rental will secure the accommodation on bank clearance of funds and shown as **BOOKED [GREY DAYS]** on the calendar. You will receive prompt confirmation of your booking and receipt by email.

Balance of Payment

Full payment of the villa rental is to be made no later than 8 weeks prior to rental commencement date. We may send a reminder to make the final payment usually within 10 weeks prior to your travel date.

Invoices and Receipts

Invoices and receipts are sent by email in .PDF format, please print copies for reference. If required, please provide your address for a hard copy.

Bed Linen and Towels

Bed linen and towels are included in the rental of the villa. White towels should be used near swimming pools as chlorine bleaches coloured towels. Towels may not be taken off the villa premises. Beach towels are not provided.

Breakages or Damage

The client will undertake to keep the villa, all furniture, fixtures, fittings and decoration in or on the premises in the same state of repair and condition at the commencement of their stay. Fittings and appliances are checked and serviced on a regular basis. Denial of responsibility i.e suggesting 'wear and tear' or 'accumulative damage' is not acceptable. The villa owner or caretaker shall be compensated directly by the client for any damage or breakages that occur during the stay.

Accessibility

It shall be the client's responsibility to disclose to the Hibiscus Group any condition of a member of the party which may be relevant to their access needs at the villa prior to confirming a booking.

Air Conditioning

If air-conditioning is provided at a villa, all doors and windows must be closed in the room when using air-con in order to prevent malfunction of the units.

Villa Maintenance

Should the need arise, The Hibiscus Group reserves the right of access to the villa at reasonable notice to the client for repairs and maintenance purposes and retain the right to replace, relocate or retract a fixture, fitting or appliance for repair and maintenance purposes as required.

Telephone and Internet Access

Local telephone calls are free. International dialling is barred. Phonecards are available to make overseas calls. Dialup internet access is available with networkplus cards to use with a laptop. The villa does not provide a computer.

Special Requests

Requests for a hairdryer, baby car-seat, or food preparation, personal laundry and baby-sitting should be made in advance and whilst we will endeavour to do all that is possible to meet your request, it cannot be guaranteed. A supplement for extra items and services are payable locally.

Pool Safety

A safety policy is insitu in and around the pool. Please note that it is always the responsibility of the client / parent to supervise children playing near the pool or swimming. Villa staff must not be delegated to supervise children.

Liability

The Hibiscus Group, its employees or agents shall not be liable for any damage, loss, personal injury or any untoward circumstances which may occur during the stay.

Rate Changes

The Hibiscus Group may review and alter advertised rates at any time. Rates agreed at the time of booking are secure and will not be increased in any event.

Right to Decline

The Hibiscus Group reserves the right to refuse, alter or cancel a booking, even after receipt of the final balance payment in circumstances that arise which are beyond their control. In such an instance, alternative arrangements will be made in similar accommodation, or the client will receive a full refund of all monies paid. No refund or liability will apply to a situation where a client is requested to vacate due to misbehaviour or leaves of their own accord prior to the expiration of their booking.

Client Cancellation

- (a) Cancelling prior to paying the balance due at 8 weeks The deposit is refunded.
- (b) Cancelling up to within 6 weeks prior to the arrival date The deposit is forfeited.
- (c) Cancelling up to within 4 weeks prior to the arrival date 50% of the villa rental cost is forfeited.
- (d) Cancelling up to within 2 weeks prior to the arrival date 100% of the villa rental cost is forfeited.

Bank Charges incurred by Hibiscus Holidays when making refunds will be passed on to the client.

Complaints

The staff will always endeavour to make your holiday a pleasant and memorable one. Please do not hesitate to ask for information or assistance. In the event of a complaint please contact the staff or management as soon as possible and they will do their utmost to assist you to resolve a problem. Should we be unable to resolve the issue to your satisfaction locally, please write to the address below within one month of departure from the villa.

F.A.O.
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