

General Terms & Conditions

- While we strive to always provide the latest information and details about our product offerings on this website, please be sure to check with the hotel on any specifics that may be important to you. Information presented here is subject to change. Contents of this website only apply to Beachcomber Resorts & Hotels in Mauritius.
- Preferential rate applicable on presentation of your Mauritian Identity card or Residence permit.

ROOMS DISCLAIMER

Beachcomber carries out regular improvements to its existing accommodation and therefore room facilities or room layout of the reserved room may be different from the displayed photo.

DRESS CODE

- Night-time: elegant (shirt and trousers mandatory for gentlemen)

CHECK IN/CHECK OUT

- Check-in: 14h00
- Check-out: noon

HONEYMOON POLICY

- Valid one year as from the wedding date
- Your wedding certificate will be requested at the time of check-in
- Should you fail to produce your valid wedding certificate upon arrival, an extra cost will be charged directly at the hotel

HONEYMOON POLICY FOR RESIDENTS OF MAURITIUS

- Minimum Stay: 3 nights
- Valid one year as from the wedding date
- Your wedding certificate and your identity card will be requested at the time of check-in
- Should you fail to produce your valid wedding certificate upon arrival, an extra cost will be charged directly at the hotel

WEDDING ANNIVERSARY POLICY

- The anniversary date should be within six months prior to the date of arrival or six months after the date of arrival
- Offer applicable to every 5th wedding anniversary
- Your wedding certificate will be requested at the time of check-in
- Should you fail to produce your valid wedding certificate upon arrival, an extra cost will be charged directly at the hotel

WEDDING ANNIVERSARY POLICY FOR RESIDENTS OF MAURITIUS

- Minimum Stay: 3 nights
- The anniversary date should be within six months prior to the date of arrival or six months after the date of arrival
- Offer applicable to every 5th wedding anniversary
- Your wedding certificate and your identity card will be requested at the time of check-in
- Should you fail to produce your valid wedding certificate upon arrival, an extra cost will be charged directly at the hotel

PAYMENT & CREDIT CARD INFORMATION

Once you have made your hotel reservation online, you will be asked to proceed with payment.

Kindly note that we currently accept the following payment methods

- in EURO: VISA, MASTERCARD, AMERICAN EXPRESS, PAYPAL
- in USD: VISA, MASTERCARD, JCB, CHINA UNION PAY
- in MUR: VISA, MASTERCARD, JCB, CHINA UNION PAY

- In order to secure online payments in EURO, the beachcomber hotels website uses the internationally recognized PAYBOX secure payment system, which incorporates the SSL (Secure Locket Layer) security protocol.
- The PAYBOX payment interface also makes use of 3-D-Secure technology. Designed by Visa and MasterCard, this system authenticates cardholders and prevents fraudulent use of their bank cards. The 3-D-Secure system automatically redirects you to a bank interface where a code or personal piece of information provided separately by the bank must be entered after the card number, expiry date and cryptogram have been provided. Once authenticated, the transaction is then either authorized or declined by the bank.
- In order to secure online payments in USD, RMB and MUR, the Beachcomber Hotels website uses SBM (State Bank of Mauritius) secure payment system, which incorporates the SSL (Secure Locket Layer) security protocol.

All confidential data (16-digit card number, expiry date and cryptogram) are transmitted directly in encrypted format to the payment gateway servers (of PayBox and SBM) without ever passing through any physical device within the Beachcomber Hotels server system.

Once the bank details are validated, the secure payment management systems send an authorization request to the bank card network.

The remote payment system then delivers an electronic certificate. In accordance with the provisions of articles 1316 et seq. of the French Civil Code, the electronic certificate shall serve as proof of the transaction date and amount and will be kept in the proper archives set up by Beachcomber Hotels. Dates and times contained on the server shall serve as official records for the parties.

Kindly note that making an online payment implies that you are fully authorized to use the bank card provided for payment and that you have sufficient funds to cover the total cost of the transaction.

For all transactions, payment of the booking shall constitute signature and express acceptance of the sale with all that is included in the price.

PAYMENT CONDITIONS

Beachcomber Resorts & Hotels will not accept cash payments in excess of 500,000 rupees or an equivalent amount in foreign currency in order to comply with Section 5(1) of the Financial Intelligence and Anti-Money Laundering Act 2002, which provides that “any person who makes or accepts any payment in cash in excess of 500,000 rupees or an equivalent amount in foreign currency, or such other amount as may be prescribed, shall commit an offence.” Accordingly, pursuant to Section 8(1) of the Act, any person who commits such an offence “shall, on conviction, be liable to a fine not exceeding 10 million rupees and to penal servitude for a term not exceeding 20 years.”

CANCELLATION OF HOTEL BOOKING

All prices listed on this website are in EUR/ USD/ MUR, unless specified otherwise. Promotions displayed on this website can be changed or withdrawn without prior notice. Blackout dates may apply.

Cancellations will not be processed unless we receive an official cancellation request by mail at bookings@beachcomber.com

After you have cancelled a booking, you will receive an email to confirm your cancellation at the e-mail address you provided at the time of booking.

To prevent any fraud, refunds (when applicable) will only be made to the credit card used to secure the booking.

PAYMENT AND CANCELLATION DETAILS

Year round EXCEPT from 20th December 2018 to 8th January 2019 inclusive

Payment conditions:

- A deposit of 50% of the total amount due is required to confirm and secure your booking
- The remaining balance should be settled directly at hotel upon arrival
- In case of "Non-Refundable" offer, 100% of the total amount due will be required to confirm and secure your booking

Cancellations and amendments to confirm bookings are subject to the following fees:

- No cancellation fee for stays cancelled up to 8 days prior to arrival
- Cancellations as from 7 days prior to arrival: 50% of the total amount will be charged
- No show: 100% of the amount deposit will be charged
- Unexpected departures: no refund for nights booked
- "Non-Refundable" offer: no refund for nights booked

Payment Conditions for Dinarobin & Paradis Villas:

- Upon confirmation: 15% deposit will be required to secure the booking
- 45 days prior arrival: 100% payment will be required

Cancellations and amendments to confirm bookings are subject to the following fees for Dinarobin and Paradis Villas:

- 45 Days prior to arrival: 15% cancellation fees
- Between 44 & 30 days prior arrival: 40% cancellation fees
- 29 days or less prior arrival: 100% cancellation fees
- No Show: no refund for nights booked
- Unexpected Departure: no refund for nights booked

PRIME SEASON: from 20th December 2018 to 8th January 2019 inclusive

Payment conditions:

- A deposit of 50% of the total amount due is required to confirm and secure your booking
- The remaining balance should be settled by 15th November

Cancellations & amendments to confirm bookings are subject to the following fees:

- Cancellations 45 to 15 days prior to arrival: 50% of the total amount will be charged
- Cancellations 14 days or less prior to arrival: 100% of the total amount will be charged
- No show: no refund for nights booked
- Unexpected departures: no refund for nights booked
- “Non Refundable” offer: no refund for nights booked

Minimum Stay for 2019-2020

For all stays during Prime Season (from 20th December 2019 to 08th January 2020 inclusive):

- Royal Palm – 10 nights

For all stays falling on nights 29th, 30th and 31st December 2019

- Dinarobin
 - 5 nights for the following categories: Junior Suites, Club Junior Suites, Club Junior Suites Beach, Club Senior Suites, 2-Bedroom Family Suites, 2-Bedroom Club Luxury Family Suites, Zen Suites, Zen Suites Beachfront, Senior Zen Suites
 - Villas – 12 nights (No check out between 26th and 31st December 2019 inclusive)
- Paradis
 - 7 nights for the following categories: Tropical Rooms, Ocean Rooms, Ocean Beachfront Rooms, Tropical Beachfront Rooms, 2-Bedroom Tropical Family Suites
 - 10 nights for the following categories: Senior Suites Beachfront, Ocean Beachfront Suites, 2-Bedroom Ocean Beachfront Family Suites, 2-Bedroom Luxury Family Suites Beachfront
 - Villas and Presidential Villa – 12 nights (No check out between 26th and 31st December 2019 inclusive)
- Trou aux Biches
 - 5 nights for the following categories: Junior Suites, Tropical Junior Suites, Beachfront Suites with Pool, Beachfront Senior Suites with Pool, 2-Bedroom Family Suites
 - 7 nights for Pool Villas
- Shandrani
 - 5 nights for the following categories: Superior rooms, Deluxe rooms, Deluxe Ground Floor, Senior Suites
 - 7 nights for the following category: 2-Bedroom Family Apartments, 2-Bedroom Deluxe Family Apartments, 2-Bedroom Family Suites
- Victoria – 7 nights
- Canonnier – 6 nights
- Mauricia – 6 nights

Payment Conditions for Dinarobin & Paradis Villas:

- Upon confirmation, 15% deposit will be required to secure the booking
- 60 days prior arrival: 100% payment will be required

Cancellations and amendments to confirm bookings are subject to the following fees for Villas at Dinarobin and Paradis Villas:

- 60 days prior to arrival: 15% cancellation fees
- Between 60 & 45 days prior arrival: 60% cancellation fees
- 44 days or less prior arrival: 100% cancellation fees
- No Show: no refund for nights booked
- Unexpected Departure: no refund for nights booked

APPLICABLE PROCEDURE IN CASE OF FLIGHTS DELAYS/CANCELLATIONS DUE TO UNFORESEEN CIRCUMSTANCES (INCLUDING CYCLONES)

NO SHOW :

In case of "no show" New Mauritius Hotels Ltd will charge the applicable cancellation fees (depending on the seasonality) as per the general Terms and Conditions

DELAYS / EXTENSIONS OF STAYS:

Clients arriving on delayed flights but leaving on scheduled date of departure: New Mauritius Hotels Ltd will charge the full amount of the stay.

As compensation, the hotel will offer the following depending on the meal plan and hotel:

- For clients who have booked Bed, Breakfast and dinner (MAP): A complimentary lunch for each dinner not taken (due to the delayed flights)
- For clients who have booked the optional All Inclusive at Victoria Beachcomber Resort & Spa, Mauricia Beachcomber Resort & Spa, Canonnier Beachcomber Golf Resort & Spa or for those who are staying at Shandrani Beachcomber Resort & Spa on all inclusive:

A credit of Rupees (MUR) 1200 per adult & Rupees (MUR) 600 per child (06 – 17 yrs) against extras (food & beverage as well as Spa) for every full day not utilized (due to delayed flights)

- For clients who have chosen the optional "Escape Package" at Dinarobin Beachcomber Golf Resort & Spa , Paradis Beachcomber Golf Resort & Spa and Trou aux Biches Golf Resort & Spa:

A credit of Rupees (MUR) 1 000 per adult & Rupees (MUR) 500 per child, (06-17 years), against extras (F&B) for every full day not utilized, (due to the delayed flights)

- No compensation will be given to clients booked on Bed and Breakfast

Clients arriving on delayed flights but spending the number of nights originally booked at the hotel (i.e.leaving at a later date)

- The hotel will charge for the whole stay with no compensation.

Clients arriving on scheduled date but extending their stay at the hotel due to non-operating flights

- The hotel will charge 50% of the Public rate for the extra nights (as per the meal plan chosen by the client).
- This is to be paid directly at hotel before departure.

All websites designed by and managed by Beachcomber Hotels may feature links to other sites operated by third parties. Beachcomber Hotels is not responsible for the privacy practices or the content of such web sites.

While every precaution has been taken, we cannot ensure that a third party will not unlawfully access private details and we advise you to take all necessary precautions and suggest that you do not permit others to access your personal codes or passwords.

RESERVATION

Kindly note that prices displayed on our website are subject to change in the course of the season and may differ from prices published elsewhere. When using our website, you accept that prices published elsewhere may differ from yours at the time of booking.

Subject to our confirmation, and also to your provision of valid and correct credit card details for payment, your reservation will be irrevocably binding upon your clicking on “Confirm” on our website.

As we will send you a confirmation of your reservation by email, it is your duty to provide us with an accurate email address. Such confirmation will usually be made within 48 business hours after you submitted your reservation. If your reservation is not accepted, we will make every effort to provide you with a comparable alternative, which you are free to accept or decline. Our confirmation email will serve as proof of valid reservation and will contain relevant information about the reservation and particulars of the hotel concerned. If you do not receive such a confirmation, please notify us by e-mail at bookings@beachcomber.com

Please read and check carefully all the information contained in our confirmation email to ensure that it conforms to your reservation. You are required to present our confirmation email when checking-in at the hotel, in addition to a valid passport.

VISA & TRAVEL DOCUMENTATION

We suggest you inform yourself about the entry/visa requirements before making your reservation.

NEW MAURITIUS HOTELS LTD (Mauritian-based Company listed on the Mauritius Stock Exchange SEMDEX) operates under the trade name Beachcomber Hotels.

BRN – C06001439

VAT – 20011029 |

Beachcomber Hotels & Resorts

Beachcomber House - Botanical Garden Street

74213. Curepipe

Mauritius

www.beachcomber-hotels.com

+230.601.9000