

S.A.R.L COCO KOMBA

Ambatomitsangana
31 December 2019

Anjiabe NOSY KOMBA
207 NOSY BE, MADAGASCAR
Postal address: B.P. 482
Naik: 032 88 477 13
Patrick: 032 88 211 37

TERMS OF SALES AND CANCELLATION
Valid from 01 January 2019 to

Applicable to all stays

Email: contact@coco-komba.com

Website: www.coco-komba.com

General Terms of Sale

All bookings imply acceptance of these General Terms of Sale, without exception.

All booking requests must be sent by email, and will be confirmed by email.

For all conditionally accepted bookings, a booking confirmation deadline will be provided. Payment of the invoice must be made in full **30 days** before the customers' date of arrival. Failure to comply with this clause may result in the cancellation of the booking. All invoices state the net payable total; any bank charges and other charges will be borne by the customers.

Exchange rate: weighted rate on the invoice date

CANCELLATIONS AND PENALTIES

- From the booking confirmation to 45 days before the customers' expected date of arrival: 30% of the total amount of the invoice is due.
- From 45 days to 30 days before the customers' expected date of arrival: 50% of the total amount of the invoice is due.
- From 30 days before to the customers' expected date of arrival: "No Show", 100% of the total amount of the invoice is due.
- Any stay cancelled before the scheduled date of departure is due in full. This clause remains valid regardless of the reason for the cancellation (medical issues, accidents, strikes, etc.).

LIABILITIES

- The hotel cannot be held liable for any theft of or damage to the personal belongings of guests.
- In the event that the hotel provides bookings with external service providers or for activities, services, trips, etc., the hotel will under no circumstance be held liable for any problems or accidents that may occur during these events, regardless of their cause or severity.
- The hotel cannot be held liable for any external events or facts that lie beyond its responsibility and may result in the cancellation of a stay.
- Customers using equipment supplied or rented (deckchairs, hammocks, fishing equipment, balls, etc.) by the hotel do so under their exclusive responsibility and agree to comply with all safety instructions provided to them.
Customers are liable for the use of this equipment, and agree to pay for any damage caused to them.
- Any damage caused to the premises, equipment, bed linen, furniture, etc., will be invoiced in full to the customer responsible for the damage.
- Persons under 18 years of age stay at the hotel under the full responsibility of their parents or the accompanying adults.
- Payments on premises are accepted only in cash, in euro or ariary.
- No payments can be made by credit card.

On the date of departure, rooms must be vacated by 10 a.m. On the date of arrival, rooms are accessible from 2 p.m.

COMPLAINTS

- Any complaints, claims or disagreements must be immediately reported to management (on premises), in order to allow the swift resolution of any inconveniences caused.

- No claims will be taken into account if not notified in writing to management (on premises) before the customer's departure.