

## **BOOKING TERMS AND CONDITIONS**

### **INCLUDED IN THE NIGHTLY RATES FOR NORTH ISLAND:**

- Accommodation on a shared basis;
- Local Government tax. In the event of a change in local tax or the introduction of additional taxes, these rates will be adjusted accordingly;
- 3% service charge (for all bookings from 23 December 2017 to 22 December 2018);
- Breakfasts, lunches, dinners and all alcoholic and non-alcoholic drinks plus cocktails (with the exception of high end premium wines and champagnes on the reserve list);
- Laundry;
- All Scuba Diving courses, scuba diving activities and snorkelling in and around the North Island & Silhouette dive sites;
- All activities on and around North Island including sunset cruises, guided walks and the use of stand-up paddle boards, sea kayaks, bicycles and the fully equipped gymnasium;
- Daily complimentary group yoga classes every morning;
- A complimentary welcome treatment at the spa (30 minutes per person for guests staying in a Presidential Villa and 60 minutes for Villa North Island);
- Shore based fishing on North Island and half day fishing trips;
- The use of ONE "North Island Buggy" per villa for the duration of your stay;
- In-villa wireless Internet connection

### **EXCLUDED FROM THE NIGHTLY RATES FOR NORTH ISLAND:**

- Helicopter transfers between Mahé and North Island;
- Drinks on the reserve list;
- Full day deep sea fishing trips;
- Telephone calls;
- All spa treatments;
- Boutique purchases;
- Private Yoga sessions.

### **NORTH ISLAND SPECIFIC INFORMATION:**

- Check-in time is 14h00 – if the villa is available on arrival then an early check in will be allowed at no additional cost. Check-out time is 11h00 – if the villa is still available on departure then a late check-out will be allowed at no extra cost. However, if an early check-in or a late check-out needs to be guaranteed prior to arrival, then the full nightly rate for the night before or after must be paid for in order to secure this space;
- If departing the island after 17h30, guests are required to pay for, and therefore have the use of their own villa;
- No late check-out will be allowed if a group is arriving on the island;
- Late check-out for a group booking is not allowed unless the group pays for an extra night;
- Master bedroom of villas is for occupancy of maximum 2 people;
- Second bedroom of villas is for occupancy of maximum 2 people, under the age of 19 years
- No children can be accommodated in Villa North Island (Villa 11);
- Villa North Island (Villa 11) can only accommodate two adults, the design of this villa is to create the ideal "honeymoon" retreat and does not have a second bedroom facility;
- Only Euro rates are available for this product.

### HELICOPTER TRANSFERS TO / FROM NORTH ISLAND

- Helicopter transfers are not included in the nightly rate and are to be booked with North Island at the time of reservation.
- All Helicopter transfers are operated by an external company, Zil Air, and therefore rates are subject to change without notice and are not controlled by North Island.
- The recommended time for clients to connect from an international flight to a helicopter transfer is around 2 hours. This allows for Fast Track assistance, baggage clearing and the possibility that the international flight may be delayed.
- Zil Air does not charge cancellation fees for flights cancelled timeously. However, they do reserve the right to apply a cancellation fee of 50% of the value should a booking be cancelled within the 36-hour period prior to the flight.
- In order to make a reservation for the helicopter transfers, arrival and departure details are required.
- Bookings to all other islands can also be made with North Island, please enquire for rates.
- All flights are subject to weather conditions and will be at the pilot's discretion. Please note that when departing North Island, you are required to be at Guest Relations 30 minutes prior to your departure time to ensure that there are no delays.
- On request, 2 pilots can operate a helicopter flight and dual control will be fitted on the aircraft. By adding an additional pilot, the total seat capacity is reduced and a surcharge will apply.
- Zil Air is in no manner associated with North Island and is a third party service provider. Their services are used at own risk and North Island will not be held responsible for any loss, damage or injury sustained as a result of any act or omission by Zil Air.

### WEIGHT & LUGGAGE RESTRICTIONS PERTINENT TO HELICOPTER TRANSFERS:

From a costing and planning perspective, it is vital we obtain passenger weights at the time of quoting. Zil Air operate the helicopter transfers using a EUROCOPTER EC 120 which seats a maximum of 4 guests per flight or a EUROCOPTER EC 145 which seats a maximum of 6 guests (including luggage). When calculating the number of passengers with luggage for a particular flight, taking standard fuel allowances, destination, distance and weather into account, Zil Air make the following assumptions:

- An adult male maximum weight cannot exceed 80 kg (176 lb.).
- An adult female maximum weight cannot exceed 60 kg (132 lb.).
- A child (10 years and younger) maximum weight cannot exceed 40 kg (88 lb.).
- Luggage allowance per passenger per flight cannot exceed 20 kg (44 lb), including hand luggage and camera equipment. Space is limited, therefore soft luggage is preferable to the rigid, bulky variety. **The maximum total weight allowed per helicopter transfer in the EUROCOPTER EC 120 is restricted to 325 kg (715 lb) and in the EUROCOPTER EC 145 is restricted to 700 kg (1 540 lbs). Thus the total number and weight of passengers plus luggage on a transfer must be calculated as a combination of guest and luggage weight so number of passengers carried at any one time may vary and determines whether an additional helicopter is required.**
- Should you bring more than the allocated luggage allowance per person on the helicopter transfer, alternative arrangements will need to be made to get the excess luggage to/from North Island. At an additional cost, the luggage will either be transferred by helicopter or by boat.
- In certain situations, a surcharge may apply to the helicopter transfers. Please contact your travel consultant for details.
- The quoted helicopter price is approximate and subject to change at time of booking confirmation.

### DEPOSIT & PAYMENT POLICY:

- A non-refundable deposit of 20% is required by North Island in order to secure the reservation.
- Full payment is required 8 weeks prior to travel.
- If travel date is within 8 weeks, full payment is required in order to secure the reservation.
- The booking terms and conditions for any third party properties will vary from property to property. Should you require the booking terms for a specific property, please request these from your Reservations consultant.

### CANCELLATION POLICY

Cancellation fees are levied when guests cancel confirmed reservations. The costs of the cancellation fees will escalate the closer the guest/s cancels to their confirmed departure date. Our penalties escalate from forfeiting the deposit to payment in full as follows:

- Should a cancellation be made more than 8 weeks before departure, the non-refundable deposit of 20% is forfeited.
- Should a cancellation be made between 4 weeks and 8 weeks, the deposit plus 25% of the price is forfeited.
- Should a guest cancel between 3 and 4 weeks prior to departure, 50% of the price is forfeited.
- Should a guest cancel between 2 and 3 weeks prior to departure, 60% of the price is forfeited.
- Should a guest cancel less than 2 weeks prior to departure, then 100% of the price is forfeited.

Where a deposit has been paid and the reservation is subsequently cancelled by North Island due to a failure to pay the balance outstanding, the deposit paid will be forfeited to North Island.

In the event that you cancel a reservation for any reason, such cancellation must be made in writing, or via any web enabled booking system to North Island (if the reservation was made online) and will only be effective upon written acknowledgement by North Island the receipt of the notification of cancellation. In such instance, you as the agent are essentially liable for the cancellation charges.

Should a guest fail to arrive or any cancellations are made after the departure date, North Island will be entitled to treat the reservation as cancelled without giving notice and 100% of the tour price as a cancellation fee will apply (including repatriation and any administrative fees incurred by North Island as a result of such cancellation, including but not limited to cancellations due to ill health or injury).

### PASSPORT & VISAS:

- Visitors to Seychelles must have a passport that is valid for at least 6 months beyond their intended departure date, together with onward travel documents, proof of accommodation and sufficient funds for the duration of their stay. Should the itinerary include more than one country, excluding the country of departure and return, a sufficient number of blank **visa** pages (not endorsement pages) in their passport is required. The general requirement is at least 2 consecutive/side by side blank pages on entry for both visas and stamps. Should there be insufficient blank visa pages in the passport then entry into a country could be denied.
- Any applicable visas, costs and/or relevant documentation are the responsibility of the guest. They must please verify with the relevant consulate concerning visa entry requirements and, if extending their journey to other countries, the visa entry requirements for those countries need to be established as well.
- **Guests must ensure they have all necessary visas prior to departure from their home country (unless these can be obtained on arrival) as North Island, its staff, agents and operators cannot be held liable should entry be denied.**

**PLEASE NOTE:**

- Prior to confirming the booking, each guest must take out comprehensive travel, medical, cancellation, curtailment and default insurance for the duration of their trip.
- Due to the remote area in which we operate, it is vital that all guests are covered for emergencies and other unforeseen circumstances. We will not be held responsible for any guest travelling without insurance.
- The relevant cancellation policy applies should the guest fail to join or start their safari/journey for any reason, including airline delays or missed connections. Please ensure adequate travel insurance is in place for this eventuality.
- Due to the logistics of travelling to remote areas, we strongly recommend that all guests read the literature provided. Should there be any further queries, please feel free to contact your reservations consultant. (reservations@north-island.com).

**RESPONSIBILITY**

North Island – or any person, agent acting for, through or on behalf of North Island– will not be liable for any loss or damage whatsoever arising from any cause whatsoever and, without restricting the generality of the foregoing, shall particularly not be responsible for loss or damage arising from any errors or omissions contained in its brochure or other literature, loss or damage caused by delays, sickness, theft, injury or death.

In addition, the Company shall have the right at any time at its discretion to cancel any itinerary or the remainder thereof or make any alteration in route, accommodation, price or other details and, in the event of any itinerary being rendered impossible, illegal or inadvisable by weather, strike, war, government or interference or any other cause whatsoever, the extra expenses incurred as a result thereof shall be the responsibility of the passenger.

The Company may at its discretion and without liability or cost to itself at any time cancel or terminate the guest's booking and in particular without limiting the generality of the foregoing it shall be entitled to do so in the event of the illness or the illegal or incompatible behaviour of the guest, who shall in such circumstances not be entitled to any refund.

The person making any booking will, by the making of such booking, warrant that he or she has authority to enter into a contract on behalf of the other person included in such a booking and in the event of the failure of any or all the other persons so included to make payment, the person making the booking shall by his/her signature thereof assume personal liability for the total price of all bookings made by him/her.

**NORTH ISLAND INDEMNITY**

North Island hereby indemnifies the Guest in respect of actual damages suffered by the Guest where the direct and substantial cause thereof was the gross negligence or wilful misconduct of the Company. Except for the abovementioned indemnity, North Island will not be liable to the Guest in respect of any damages, losses or liabilities incurred by the Guest arising from or in connection with any Tours or Services. Notwithstanding anything else contained in this Agreement, North Island shall not be liable for punitive damages, indirect damages, consequential damages, loss of profits, third party claims or any claims imposed on the Guest by laws or statutes of countries outside of the Seychelles. North Island shall not be liable for any damages, losses or other amounts that the Guest has agreed, settled or compromised without the prior written consent of the Company, or which the Guest is otherwise contractually bound to pay to any other person or entity. North Island will not be liable or responsible to the Guest for any direct or indirect damages or losses of any nature whatsoever, including those arising from any personal injury or death or loss of or damage to any property (irrespective of the cause of such injury, death, loss or damage).

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