

# Sales Conditions 2020/21



## Prices & Reservation Procedure

All mentioned prices on Web sites or any other publication are not contractual and can be change without prior notice. Prices are per night and per bungalow/room including breakfast, based on double or single occupancy. No triple room or bungalow available.

- A 30 % deposit is required within 7 days after reception of your invoice. Reservation will be confirmed only when deposit is received. Passed these 7 days, room(s) will be automatically released.
- The balance is due 30 days before arrival date.
- Reservations made within 30 days of arrival date are payable in full.
- Baia Sonambula reserve the right to cancel the reservation if payment is not received on due date.
- Pre-booking won't be hold more than 7 days.

Payment can be made by bank transfer, PayPal, debit, credit card or cash (MZN, USD, EURO, ZAR).

**Please note all bank fees are at your charge.**

## High Season

Please note that in high season Baia Sonambula requires a **5 nights minimum** stay.

## Long stay

10% discount will be applied for a total booking of 10 nights or more.

## Airport Transfer

For a booking of five or more nights, we provide free return Inhambane airport transfers.

## Children Policy

- If the child is 12 years old or younger it needs to be sharing the room/bungalow with an adult. In this case the child (2-12 years) is paying 75% of an adult rate.
- Under 2 years old: free of charge and a baby cot is provided.
- It's possible to add an extra bed in the two Sea View Bungalows nr. 2 + 3 for a child only. The price for the extra bed is 25 USD / night.
- Kindly be informed that our guesthouse is not child friendly. We've got a lot of heights without safe railings and parents need to watch their little ones – especially toddlers at all times. We recommend families with small kids to rather find an alternative child friendlier place. It will be more relaxing for everyone involved.

## Group Booking Policy

If you would like to book with us for the same dates

- 3 rooms/bungalows we require a minimum stay of 2 nights.
- 4 rooms/bungalows we require a minimum stay of 3 nights.
- 5 rooms/bungalows we require a minimum stay of 4 nights.
- 6 rooms/bungalows we require a minimum stay of 5 nights.

## **Cancellation Policy for the Stay**

All cancellations must be mentioned by email to Baia Sonambula. The cancellation fees below apply:

- 59 to 30 days before arrival: 30 % of the invoice
- 29 to 15 days before arrival: 50 % of the invoice.
- 14 to 8 days before arrival: 75 % of the invoice.
- Less than 8 days before arrival: 90% of the invoice (credit note only).

All stay reserved and shortened or any services not consumed, due to client decision and for any reason, is not refundable.

## **Cancellation Policy for long distance Transfers**

All cancellations must be mentioned by email to Baia Sonambula.

- The cancellation fees below apply: 1 week to 2 days prior to day of service: 50 % of the invoice
- Less than 24 hours prior to hour of service: 100 % of the invoice.

## **Baia Sonambula Policy**

- Rooms or bungalows are non-smoking.
- Check-in 14.00 pm or later.
- Check-out 10.00 am.
- Breakfast from 06.30 am – 09.30 am.
- No pets allowed.

## **Cancellation Policy for Long Distance Transfers**

All cancellations must be mentioned by email to Baia Sonambula. The cancellation fees below apply:

- 15- 30 days prior date of service: 25 % of the invoice
- 1- 14 days prior date of service: 50 % of the invoice
- on the date of service: 100 % of the invoice.

Please note that Baia Sonambula cannot be held responsible for personal items left in common parts of the Guesthouse.