

Terms & Conditions of use of Mauritius Travel (UK) Ltd.

1. Introduction

MauritiusTravel has taken every care to ensure that you will have an enjoyable holiday. Your contract is with **MAURITIUS TRAVEL (U.K.) LTD.**, Registered office, Alison Building, 39-40 Alison Crescent, Sheffield, S2 1AS.

2. Booking Conditions and Payment

A deposit of £200. per person is payable when you make a reservation. A completed booking form, fully signed is also required. Once the booking form has been received, a confirmation invoice will be issued, and a contract will exist. The person making the booking not only guarantees payment to us of the total holiday booked, but does so on behalf of and with the consent of all persons included in the booking form and there is presumed to have informed them of all these conditions and to have assumed their liabilities and responsibilities in terms thereof. Final payment is due 14 weeks prior to departure. Failure to pay within the stipulated periods gives MAURITIUS TRAVEL the right to cancel all arrangements and levy cancellation charges as detailed below.

3. Cancellation

In the event that you or any member of your party need to cancel your booking or part of it; this must be done in writing, and this will take the effect on the date it is received by MAURITIUS TRAVEL. The following cancellation charges will apply:-

PERIOD BEFORE DEPARTURE DATE THAT NOTIFICATION IS GIVEN TO YOU, OR BY YOU	CANCELLATION CHARGE EXPRESSED AS % OF TOTAL HOLIDAY COSTS
More than 100 days	Deposit only
99 - 75 days	60%
74 - 28 days	75%
27 - 1 days	100%

4. Alteration by MAURITIUS TRAVEL

It is unlikely that we will make alteration to the arrangements as detailed in the confirmation invoice; however MAURITIUS TRAVEL reserves the right to make alterations, including cancellation if necessary. MAURITIUS TRAVEL will offer the client a comparable alternative or will refund full moneys plus compensation at the following rates.

Compensation will not be paid in circumstances beyond the control of MAURITIUS TRAVEL i.e. war, threat of war, riot, civil strike, industrial disputes, terrorist activity, natural and nuclear disaster, fire or adverse weather conditions, cancellations or changes of schedules by scheduled airlines and similar events beyond our control.

PERIOD BEFORE DEPARTURE DATE THAT NOTIFICATION IS GIVEN TO YOU	COMPENSATION OR CREDIT PER PERSON
More than 63 days	Nil
43 - 63 days	£10.00
29 - 42 days	£29.00
15 - 28	£25.00
0 - 14 days	£30.00

5. Changes by you

If you wish to change details of your holiday booking you must let us know as soon as possible. If we accept the change there will be an administration fee of £75.00 per person, per booking, plus any additional cost incurred in changing dates or numbers travelling or major changes which we may treat as a cancellation and subsequent re-booking. A change of holiday requested within 14 weeks of departure may be treated as cancellation and charges may be made as detailed in paragraph 3.

6. Tickets

Air line tickets will only be issued after full payment has been received. Tickets may be available TWO weeks prior to departure. They will be posted to you by recorded delivery.

7. If you have a problem

If you have any complaint whilst on holiday you must tell our local agent or supplier who will endeavour to deal with it. If, after you return home you are still not satisfied, you must write to us as soon as possible; but in any case no later than FOUR weeks after you return from holiday so that we can investigate your complaint thoroughly, while memories are still fresh. It is unlikely that any complaint cannot be resolved amicably.

8. Booking Checklist

A	If you are not a British citizen - contact us immediately.
B	Check you have a valid passport preferably for 10 years and with more than 6 months validity. Please enquire about VISA regulations for the country you are visiting.
C	Check what health requirements are required for the country you are visiting.
D	Travel insurance is strongly advised. MAURITIUS TRAVEL does provide insurance. Please note that extra insurance cover will be required for hazardous activities.
E	MAURITIUS TRAVEL will not be responsible for non-compliance with passport/VISA/health regulations.

9. Law and Jurisdiction

These conditions form a contract between us, which will be construed in accordance with English Law, and it is agreed between us that each will submit to the jurisdiction of English Courts.

MAURITIUS TRAVEL (UK) LTD.

Alison Building

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Sheffield S2 1AS

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