

## COMMERCIAL TERMS & CONDITIONS 2025-2026

### MEAL SUPPLEMENTS

The Tour Operator shall ensure that clients travelling together must be booked on the same meal plan.

The meal plan booked must be the same throughout the stay

### CHILDREN POLICY (INFANTS AND CHILDREN)

Shall be considered as children : - Infants : 0 - 5 years / Children : 6 - 11 years / Teenagers : 12 - 17 years

Specific policies that cover infants and children are attached in the Rate Cards.

Bookings can only be placed in any Beachcomber Hotels by persons 18 years old or older. Clients under 18 years of age will not be permitted to stay alone, unless accompanied by a parent or guardian.

### GENERAL POLICY

During the year, when occupancy enables us to do so, depending on each market, we will either eliminate all offers or open web sales only (this will be mentioned in our new contracts and in our rate sheets) as follows :-

***New Mauritius Hotels Ltd. reserves the right to review or waive any offers applied on contracted rates, depending upon the availability in all hotels or open web sales only during the contractual year.***

Bookings can only be placed in any Beachcomber Hotels by persons who are 18 years old or older. Clients under 18 years of age will not be permitted to stay alone, unless accompanied by a parent or guardian.

### INVOICING POLICY

The Tour Operator shall at all times ensure that special offers and added values applied to their clients are stipulated to The Company's Central Reservation at the time of booking. Consequently, the Tour Operator shall

remit to the clients the relevant vouchers and inform the clients to present same at the time of check-in at any Beachcomber Hotels & Resorts as identification document.

If the Tour Operator fails to specify any special offers and/or added values at the time of booking, The Company will not entertain any amendment to the original invoiced values.

For payment / accounting purposes, the Tour Operator shall, at the time of booking, communicate to The Company's Central Reservation their file reference.

### **TERMS OF PAYMENT – CREDIT**

The Company shall communicate invoices on a monthly basis for the products sold by the Tour Operator the preceding month. The Tour Operator shall settle all invoices no later than the 30th of the following month. Should the Tour Operator fail to settle invoices prior 60 days following communication of the invoices by the debtors department, the company reserves the right to withdraw the credit facilities and amend the terms of payment to prepayment by written notice to the Tour Operator, without prejudice.

### **TERMS OF PAYMENT – PREPAYMENT**

#### **Year round excluding Prime Season - All hotels in Mauritius (except *Paradis & Dinarobin Villas*)**

Full payment should reach The Company at least **21** days prior to clients' arrival. For late bookings, full payment should be effected before guests's arrival, via our secured link, on receipt of our proforma invoices.

#### **Prime Season 20-12-2025 to 08-01-2026 - All hotels in Mauritius (except *Paradis & Dinarobin Villas*) :**

Full payment should reach The Company at least **45** days prior to clients' arrival. For late bookings, full payment should be effected before guests's arrival, via our secured link, on receipt of our proforma invoices. [Secured link will be attached to the mail]

**In all cases, if payment is not received within expected time, The Company reserves the right to claim the outstanding amount to the clients directly at the hotel at the applicable Public Rate upon check-in.**

## **SPECIAL BOOKING & PAYMENT CONDITIONS**

The following applies only to Paradis & Dinarobin Villas :

### **All Year Round from 01-11-2025 to 19-12-2025 & from 09-01-2026 to 31-10-2026.**

The Tour Operator shall ensure that clients understand and proceed as follows :-

- Upon booking confirmation, clients shall pay 15% deposit which will be required to secure the booking
- 45 days prior to clients' arrival, remaining balance will be required.

### **Prime Season from 20-12-2025 to 08-01-2026**

The Tour Operator shall ensure that clients understand and proceed as follows :-

- Upon booking confirmation, 15% deposit will be required to secure the booking
- 60 days prior to clients' arrival : Remaining balance will be required.

## **CONFIRMATION OF BOOKING**

All bookings to be sent and reported to reservation department as soon as sale is confirmed.

When status report shows "free sale" (green), once reported, booking will be honoured and confirmed (no need to wait for reservation's approval).

When status report shows "on request" (yellow), once reported, booking will be confirmed upon availability.

## **REPORT OF SALES (Only for TOs having allocations)**

### **Prime Season (20-12-2025 to 08-01-2026)**

The Tour Operator is requested to report all bookings from the allotment only on a SELL & REPORT basis.

This allocation is only valid when the Status Report is on 'Free Sale', 'In Allot' or 'In Allot, above allot on Request' and that from the first room sold, should be taken from the allocation.

Any request for above allotment will be considered only after the allotments have been utilised.

Release date for all hotels' allocations is **1st October 2025** (except Royal Palm Beachcomber Luxury), where allocations are to be released on **15th September 2025**.

Change of names for all hotels will be accepted up to **1st of November 2025** (except, Villas Dinarobin & Paradis and Royal Palm Beachcomber Luxury, where change of names will be accepted up to **1st of October 2025**).

### **MINIMUM STAY FOR PRIME SEASON**

For all stays falling on nights of 29, 30 and 31 December

<b><u>Hotels</u></b>	<b>Nights</b>
<b>Dinarobin Beachcomber Golf Resort &amp; Spa (except Villas).....</b>	<b>7</b>
<b>Paradis Beachcomber Golf Resort &amp; Spa (except Villas)</b>	<b>8</b>
<b>Trou aux Biches Beachcomber Golf Resort &amp; Spa &amp; Villas :-</b>	
• Junior Suite, Tropical Junior Suite & 2-Bedroom Family Suite	<b>6</b>
• Beachfront Pool Suite & Beachfront Senior Pool Suite	<b>6</b>
• 2-Bedroom & 3-Bedroom Villas	<b>9</b>
<b>Shandrani Beachcomber Resort &amp; Spa.....</b>	<b>6</b>
<b>Victoria Beachcomber Resort &amp; Spa.....</b>	<b>6</b>
<b>Canonier Beachcomber Golf Resort &amp; Spa.....</b>	<b>6</b>
<b>Mauricia Beachcomber Resort &amp; Spa.....</b>	<b>6</b>

### **MINIMUM STAY FOR PRIME SEASON - VILLAS DINAROBIN & PARADIS**

For all stays between the 20 December and 8 January :-

<b>Dinarobin &amp; Paradis Villas .....</b>	<b>12**</b>
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**\*\* No check-out between the 26th & 31st December incl.**

**MINIMUM STAY FOR PRIME SEASON – ROYAL PALM BEACHCOMBER LUXURY**

**For all stays falling on nights of 29, 30 and 31 December**

<b><u>Categories</u></b>	<b><u>Nights</u></b>
Junior Suites, Tropical Suites & Ocean Suites	7

**For all stays between the 20th December and 8th January :-**

All Room categories (except Junior Suites, Tropical Suites and Ocean Suites) .....	10 **
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**\*\* No check-out between the 26th & 31st December incl. for all room categories, except Junior Suites, Tropical Suites and Ocean Suites**

**MINIMUM STAY FOR ALL YEAR ROUND (EXCLUDING PRIME SEASON) :-**

**PARADIS & DINAROBIN VILLAS :**

	<b><u>Nights</u></b>
For stays falling during Easter and All Saint Holidays within the following periods :	
28 Mar – 26 Apr 2026 and 15 Oct– 15 Nov 2026	7
During the rest of the year	2
<b>SHANDRANI BEACHCOMBER RESORT &amp; SPA</b>	<b>2</b>

**CANCELLATION AND NO-SHOW POLICY – ROYAL PALM BEACHCOMBER LUXURY**

**PRIME SEASON :**

**From 20-12-2025 to 08-01-2026**

**All Room Categories at Royal Palm Beachcomber Luxury :**

- 45 to 31 days prior to arrival - 25% fee on whole stay

- 30 days or less prior to arrival - 100% fee on whole stay
- No Show - 100% fee on whole stay
- Unexpected departure - 100% fee on unused nights

**This Policy applies to full and to partial cancellations.**

**Please note that cancellation charges for prime season are calculated on a nightly basis and are not governed by arrival date. Even if a stay begins prior to prime, the prime dates would incur cancellation charges once cancellation was within the timescale above.**

Name changes will be accepted until the **1st October 2025** for Royal Palm Beachcomber Luxury

**OTHER SEASONS : (All Year Round, excluding Prime Season)**

**From 01-11-2025 to 19-12-2025**

**From 09-01-2026 to 31-10-2026**

**a). ALL BOOKINGS COMPRISING OF LESS THAN 10 PAYING ADULTS :**

**For Junior Suites, Tropical Suites and Ocean Suites at Royal Palm Beachcomber Luxury**

- 7 days or less prior to arrival - 100% cancellation fee on whole stay
- No-Show - 100% cancellation fee on whole stay
- Unexpected departure - 100% cancellation fee on the unused nights

**For Palm Suites, Penthouse, Presidential Suites and Royal Suite at Royal Palm Beachcomber Luxury**

- 21 days or less prior to arrival - 100% cancellation fee on whole stay
- No-Show - 100% cancellation fee on whole stay
- Unexpected departure - 100% cancellation fee on the unused nights

**This Policy applies to full and to partial cancellations.**

Name changes will be accepted **7 days prior to arrival**

**Cancellation fees are applicable on room rates, meal supplements and offers as well as on any other package which has been prepaid (e.g. : wedding package)**

**b). ALL BOOKINGS COMPRISING OF 10 PAYING ADULTS OR MORE :**

**All Room Categories at Royal Palm Beachcomber Luxury :**

**PARTIAL CANCELLATION FEES**

- 10% cancellation fees will be charged if :
    - The cancellation is received 80 days prior to the group's arrival and if it concerns 10% (or more) of the total number of rooms confirmed
  - 30% cancellation fees will be charged if :
    - The cancellation is received between 79 days and 36 days prior to the group's arrival and if it concerns 6% (or more) of the total number of rooms confirmed
  - 40% cancellation fees will apply for any cancellation received between 35 days and 20 days prior to the group's arrival
  - 80% cancellation fees will apply for any cancellation received between 19 days and 4 days prior to the group's arrival
- Cancellation of any service already paid by the hotel will be charged.

**FULL CANCELLATION FEES**

- 100% cancellation fees will be charged :
  - For any cancellation received less than four days prior to the group's arrival
  - In case of "No Show"

**CANCELLATION AND NO-SHOW POLICY – ALL HOTELS IN MAURITIUS (EXCLUDING ROYAL PALM BEACHCOMBER LUXURY AND PARADIS & DINAROBIN VILLAS)**

**PRIME SEASON : From 20-12-2025 to 08-01-2026**

- 45 to 31 days prior to arrival - 25% fee on whole stay
- 30 days or less prior to arrival - 100% fee on whole stay
- No Show - 100% fee on whole stay
- Unexpected departure - 100% fee on unused nights

**This Policy applies to full and to partial cancellations.**

**Please note that cancellation charges for prime season are calculated on a nightly basis and are not governed by arrival date. Even if a stay begins prior to prime, the prime dates would incur cancellation charges once cancellation was within the timescale above.**

Name changes will be accepted until the **1st November 2025** for all other hotels

**Other Seasons : (All Year Round, excluding Prime Season)**

- 7 days or less prior to arrival - 100% cancellation fee on whole stay
- No-Show - 100% cancellation fee on whole stay
- Unexpected departure - 100% cancellation fee on the unused nights

**This Policy applies to full and to partial cancellations.**

Name changes will be accepted **7 days prior to arrival**

**Cancellation fees are applicable on room rates, meal supplements and offers as well as on any other package which has been prepaid (e.g. : wedding package)**

**CANCELLATION AND NO-SHOW POLICY - VILLAS DINAROBIN & PARADIS**

**Prime Season : 20.12.2025 to 08.01.2026**

- Prior 60 days - 15% cancellation fees on whole stay
- Between 59 & 45 days prior arrival - 60% cancellation fees on whole stay
- 44 days or less prior arrival - 100% cancellation fees on whole stay
- No Show - 100% cancellation fees on whole stay
- Unexpected Departure - 100% cancellation fees on unused nights

**This Policy applies to full and to partial cancellations.**

Name changes will be accepted **60 days prior to arrival.**

## **Other Seasons (All Year Round, excluding Prime Season)**

- Prior 45 Days - 15% cancellation fees on whole stay
- Between 44 & 30 days prior arrival - 40% cancellation fees on whole stay
- 29 days or less prior arrival - 100% cancellation fees on whole stay
- No Show - 100% cancellation fees on whole stay
- Unexpected Departure - 100% cancellation fees on unused nights

**This Policy applies to full and to partial cancellations.**

Name changes will be accepted **45 days prior to arrival.**

**Cancellation fees are applicable on room rates, meal supplements and offers as well as on any other package which has been prepaid (e.g. : wedding package)**

## **PROCEDURES APPLYING TO FLIGHTS DELAYS OR CANCELLATIONS AS A RESULT OF A CYCLONE INTERRUPTING TRAVEL, OR A FORCE MAJEURE**

### **NO SHOW:**

In case of “no show” The Company will charge the applicable cancellation fees (depending on the seasonality).

### **DELAYS / EXTENSION OF STAYS:**

The Tour Operator shall ensure that their clients understand the following procedure :

#### **1. Clients arriving on delayed flights but leaving on scheduled date of departure :**

- “unused nights” will be refunded.

#### **2. Clients arriving on delayed flights, but spending the number of nights originally booked at the hotel (i.e., leaving later) :**

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

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

- Our guests will be offered **favourable rates** in a Beachcomber Hotel **up to 3 nights** (as per availability) :
- These rates are available exclusively on MAP Basis.
- Guests cannot purchase the BAI. Food, Beverages and all other extras for these additional nights must be paid by guests directly at the hotel.
- These rates must be settled by the Tour Operator or by guests directly at the hotel before departure.
- If guests wish to change hotels, transfer costs will be at guests' charge.

**Rates are as follows :-**

**Royal Palm :**

- 200 € (outside Prime) and 350 € (Prime) single adult room
- 250 € (outside Prime) and 440 € (Prime) double adult room
- 300 € (outside Prime) and 520 € (Prime) triple adult room
- 185 € (outside Prime) and 320 € (Prime) single child room
- 220 € (outside Prime) and 380 € (Prime) double children room
- Child sharing supplement (12-17 years old) : 35 € (outside Prime) and 50 € (Prime) per child

**5-Star Hotel (excluding Paradis and Dinarobin Villas) :**

- 150 € (outside Prime) and 260 € (Prime) single adult room
- 200 € (outside Prime) and 350 € (Prime) double adult room
- 250 € (outside Prime) and 440 € (Prime) triple adult room
- 135 € (outside Prime) and 240 € (Prime) single child room
- 170 € (outside Prime) and 300 € (Prime) double children room
- Child sharing supplement (12-17 years old) : 35 € (outside Prime) and 50 € (Prime) per child

**Paradis & Dinarobin Villas :**

- 50% of public rate for the extra nights (as per mealplan chosen by client)

#### **4-Star Hotel :**

- 100 € (outside Prime) and 175 € (Prime) single adult room,
- 130 € (outside Prime) and 230 € (Prime) double adult room,
- 160 € (outside Prime) and 280 € (Prime) triple adult room
- 95 € (outside Prime) and 170 € (Prime) single child room
- 125 € (outside Prime) and 220 € (Prime) double children room
- Child sharing supplement (12-17 years old) : 25 € (outside Prime) and 40 € (Prime) per child

**NB : These general rules will apply unless otherwise agreed by NMH Ltd. and the Tour Operator. For any queries, please contact your Beachcomber representation office on your market.**

#### **REPORT OF STAY DUE TO UNFORESEEN CIRCUMSTANCES (INCLUDING CYCLONES) (ALL YEAR ROUND), EXCEPT PRIME SEASON ; FROM 20 DEC TO 08 JAN) :**

**8 days prior to arrival :** Should clients decide to amend their stay, no cancellation fee will be applicable.

**7 days or less prior to arrival :** Should a cyclone warning class 2 be in force in Mauritius, clients will have the possibility to report their stay.

Postponement will be until **30 September 2026** (blackout dates may still apply), keeping the same number of nights as per initial booking.

- Should the new stay be cheaper than the initial booking, no refund will be done.
- Should the new stay be more expensive, supplement should be borne by the Tour Operator / Clients.

#### **RELOCATION IN CASE OF HOTEL RENOVATION**

- Beachcomber reserves the right to relocate clients to another Beachcomber property in case of renovations works.

## **GOLF PACKAGES**

- Golf packages have not been finalised yet.
- We will introduce cancellation / no-show conditions on green fees.

## **WEDDING PACKAGES**

- Same 3 packages available :
  - Beachcomber Bliss
  - Beachcomber Barefoot
  - Beachcomber Experience
- Beachcomber Bliss Package is compulsory, and a minimum stay of 3 nights is required.
- The Legal costs are either handled by the Tour Operator Ground Handler, or if requested to our hotels through Mautourco.
- The “A la Carte” items cannot be purchased in advance (except prior arrangements with specific market).

## **CHECK-IN & CHECK-OUT**

**ECI and LCO conditions and rates will be reviewed (to be finalised)**

**Check-in is at: 14:00 hrs**

**Check-out is at: 12:00 hrs**

- For an early check-in or a late check-out after 18:00 hrs one full night will be charged.
- Rate charged will be based on meal plan booked & special offers applied.
- For a late check-out until 18:00 hrs (on request), 50% of the applicable rate will be charged - except Royal Palm Beachcomber Luxury, where one full night will be charged for pre-bookings and late check outs.

**Prime Season (for all nights between 20.12.2025 and 08.01.2026) :-**

- One full night will be charged for pre-bookings and late check-outs.
- Rate charged will be based on meal plan booked & special offers applied.

- For Villas at Paradis, Dinarobin and Trou aux Biches, early check-in and late check-out are granted without any supplement.
- The Tour Operator is requested to inform clients regarding the check-in and check-out times.

### **FORWARD SALES 2026/2027 (AS FROM 01 NOVEMBER 2026 UNTIL NEW RATES ARE ISSUED)**

For all booking requests for 01 November 2026 and onwards, the same rates (room rates, meal supplements, wedding packages, golf packages), conditions and contractual special offers as **2025/2026 plus a surcharge of 3%** shall be applied for all hotels, **including Royal Palm Beachcomber Luxury and for the Villas of Paradis and Dinarobin.**

Bookings placed at the hotels will be honoured at these rates.

In case of renovation of a hotel or part thereof, New Mauritius Hotels Ltd. reserves the right to review the above rates during the contractual year.

**Until new room allotments for Prime are communicated, the 2025/2026 allotments are valid over Prime 2026/2027.**

### **FORWARD SALES 2027/2028 (AS FROM 01 NOVEMBER 2027 UNTIL NEW RATES ARE ISSUED)**

For all booking requests for 01 November 2027 and onwards, the same rates (room rates, meal supplements, wedding packages, golf packages), conditions and contractual special offers as **2025/2026 plus a surcharge of 5%** shall be applied for all hotels, **including Royal Palm Beachcomber Luxury and for the Villas of Paradis and Dinarobin.**

Bookings placed at the hotels will be honoured at these rates.

In case of renovation of a hotel or part thereof, New Mauritius Hotels Ltd. reserves the right to review the above rates during the contractual year.