

TERMS & CONDITIONS



1. Rates

1.1 Rates are per person per night and are quoted in US Dollars.

1.2 Fully Inclusive Rates:

Fully inclusive rates include:

- Luxury accommodation
- Food & Beverages: Full breakfast, lunch (excluding oysters and lobster on Beach Bar menu), high tea, mini-bar snacks, three course dinner, canapés at the pool bar, teas, coffees, local beers, soft drinks, selection of spirits, selected cocktails, mini-bar spirits, house wines, sparkling wine & bottled mineral water.
- Service: Private butler service, laundry service (to the value of \$40 per adult, per stay) & unlimited Wi-Fi.
- Medi-vac helicopter evacuation for medical emergencies.
- Activities:

	All Stays	≥4-Night Stay
Beach Sports		
Beach Picnic		
Shoreline Fishing		
Surfing/Kayaking		
Stand-Up Paddleboarding		
Kids Skipper Club		
Cultural Village Tour**		
Stargazing/Moongazing**		
Turtle Walk**		
Local Drumming Performance		
Ocean Safaris		
Back, Neck & Shoulder Massage (30 mins)		
Guided Lake Walk with Sundowners		
Fat Bikes		
Beach Bootcamp**		
Lake Piti "Wildlife Outing" **		

*** These activities are subject to a fixed schedule and subject to availability. Arrangement of these activities outside the schedule will incur a surcharge.*

Fully inclusive rates exclude:

Transfers, Mozambican visa costs, flights and airport taxes, eco-charge, premium beverages, premium cocktails, champagne, extra laundry, spa treatments, diving & additional activities.

- 1.3 Disclaimer: Fully inclusive activities are weather dependent and White Pearl Resorts will not be held responsible in the event of activities being missed due to bad weather. We cannot guarantee spotting or interaction with any marine life.
- 1.4 Rates quoted for extras are per person and are quoted in US Dollars. These rates include 17% Mozambican sales tax and are subject to change without prior notice.
- 1.5 In the case of special offers and packages, please refer to specific conditions valid for the offer.
- 1.6 All rates are subject to change without prior notice.

2. Payment

- 2.1 A 20% non-refundable deposit is required upon confirming a reservation.
- 2.2 Full pre-payment will be required 45 days prior to arrival.
- 2.3 For bookings made less than 45 days prior to arrival, full payment is required.
- 2.4 100% cancellation fee will apply to cancellations received 45 days or less prior to arrival.
- 2.5 We only accept cash payments, Visa and Master Credit Cards. Diners Club accepted for booking accommodation only. Our facilities cannot accept Amex or Debit Cards.
- 2.6 Method of payment:

Option 1: Credit Card

Guests will be asked to complete and submit a credit card authorization form, giving permission for the Reservations Department to charge the credit card with the stated amount. The guest will be sent proof of the transaction, but receipt of payment will only be confirmed once it reflects in the Resort's account. Guests will be asked to present the credit card that was used upon checking in at the Resort.

Credit card transactions will be processed at the White Pearl Resort Reservations Department in South Africa. The amount will be processed in South African Rands (ZAR) using the exchange rate of the day. The value of the transaction will always remain true to the quoted US Dollar amount.

Option 2: Electronic Funds Transfer

Guests selecting this method will pay the amount due into the appropriate bank account. Guests need to notify the Reservations Department once payment has been made along with proof of payment. Receipt of payment will only be confirmed once it reflects in the Resort's account.

- 2.6 Rates are quoted in US Dollars. Should payments be made in a currency other than USD, the exchange rate on the day of payment will apply. The Resort will not be held liable for any exchange rate fluctuations over the applicable booking and payment period.

3. Booking Procedure

- 3.1 Upon making a booking, we will reserve the applicable dates and rooms on a provisional basis for a maximum of 7 days. A deposit is required within these 7 days in order to confirm the booking.

3.2 No provisional bookings will be accepted for reservations made 7 days or less prior to arrival date. These bookings need to be confirmed and paid immediately.

3.3 Once a booking is confirmed payment needs to be made as per payment terms in section 2.

3.4 Upon confirming a booking, guests will be sent a Booking Confirmation and must complete all fields of the Guest Information Form and submit it back to the Reservations Department in order for us to successfully process a booking. This form will serve as primary information source and it is the responsibility of the guest to make sure all information is accurate upon submission.

3.5 Once a booking has been confirmed, White Pearl Resorts will send a summary with all the details before arrival. If there are any discrepancies or changes, the guest must notify the Reservations Department.

3.6 Online bookings - Upon submitting an online booking, the Resort considers the booking confirmed and the guest gives the Reservations Department permission to charge the quoted amount to the credit card details provided immediately. Proof of the transaction will be sent via email. Once an online booking has been made, guests will follow steps as stated in 3.4 and 3.5.

4. Extras

4.1 Extras are items not included in the accommodation rate for which the Resort charges extra.

4.2 Activities cannot be booked and pre-paid prior to a guest arriving at the resort. All activities are subject to availability and weather conditions.

4.3 Private/ Exclusive activities - can only be arranged if they do not impact the services provided to other guests at the resort.

The private activity will be charged at the cost of full-service occupancy.

5. Transfers

5.1 All transfers need to be booked and paid a minimum of 7 days prior to arrival. Details on transfers will be provided in the Booking Confirmation.

5.2 It is the responsibility of the guest to be on time for pick-up and drop-off or to inform the Resort of any change in plans within reasonable time. Should the Resort not be notified in time, guests will still be responsible for full payment of the missed transfer and any new transfer booked as a result will be billed to the guest's account.

5.3 Transfer schedules and travelling times are subject to weather and road conditions. We recommend that guests take out comprehensive travel insurance, as White Pearl Resorts will not be held liable for any refunds or payment for alternative accommodation due to inclement weather conditions.

5.4 Private/ Exclusive transfers can only be arranged if they do not impact the services provided to other guests at the resort. The private transfer will be charged at the cost of full service occupancy.

5.5 Capacity and luggage restrictions apply. Failure to comply will result in extra charges.

5.6 Guests travel at their own risk. The Resort will not be liable for any inconvenience, loss, delays or damage caused by third party transfer services or self-drives.

5.7 White Pearl Resorts reserves the right to amend transfer methods - should a vehicle or aircraft be out of operation.

6. Travel Requirements

- 6.1 It is the responsibility of the guest, not the Resort, to ensure that all international travel requirements are met upon travelling to the resort.
- 6.2 Passports, visas and documentation should be available for presentation throughout travel, arrival and departure.
- 6.3 Border visas will only be issued to people travelling for purposes of tourism. It is essential that guests have on hand proof that they are tourists with proof of accommodation and departure ticket. The Resort will provide guests with proof of accommodation for this purpose.
- 6.4 Visa rules are subject to change as per government discretion and we recommend that guests confirm with their local embassy on when and where to obtain visas prior to arrival.

7. Child Policy

- 7.1 A maximum of 2 children under the age of 16 years can be accommodated with parents in the same suite. A separate bed will be provided. A camp cot is available on request.
- 7.2 If a second room is booked, 1 child pays the adult per person sharing rate and 1 child pays the age-applicable rate.
- 7.3 Families with children under 16 years must adhere to terms and conditions of the child policy.
- The family dining area must be used if children are dining with parents. Should parents opt to dine together in the restaurant, a childminder needs to be arranged at an additional charge, as children under the age of 10 years are not permitted in the main restaurant in the evenings.

8. Group Policy

- 8.1 A minimum of 10 adults are required to qualify for group rates.
- 8.2 White Pearl Resorts can host a maximum of 44 adults (2 per suite sharing) based on the Resort's capacity. For bookings of 40 pax or more, exclusivity of the Resort must be booked. i.e. 22 suites must be booked.
- 8.3 Group rates are not applicable during peak season.
- 8.4 An automatic 10% gratuity will be levied on the final extras bill for group bookings.
- 8.5 The Tour Operator/Agent/Guest is liable for all payments in terms of this policy:
- A 20% non-refundable deposit must be paid by the Tour Operator/Agent/Guest to confirm reservations and must be paid in full within 7 days after the reservation has been made.
 - Full and immediate pre-payment will be required for group reservations made within 7 days of arrival.
 - Payment can be made via direct deposit or via credit card.
 - A copy of the bank transfer or deposit slip, together with guest details and dates must be faxed by the Tour Operator/Agent/Guest to the reservations department of White Pearl Resorts immediately after payment.
 - Full pre-payment must be received by White Pearl Resorts by no later than 60 days prior to arrival.
 - White Pearl Resorts reserves the right to cancel a reservation should payment not be received as stipulated.

9. Indemnity

A guest confirms on behalf of himself and the members of his party that it is a condition of his/their occupation of the Resort that neither the Resort, its owners, employees nor agents shall be responsible for any injury or death of any person or the loss or destruction of or damage to any property upon the premises, whether arising from fire, theft or any

cause and by whomsoever caused or arising from the negligence or wrongful act of any person in the employment of White Pearl Resorts.

10. Resort Policies

- Appropriate attire is required for evening dinners. Shorts, flip flops or swimwear are not permitted in the dining areas in the evenings.
- To maintain the privacy of our guests, we do not allow drones to be used on the property.
- No alcohol may be brought onto the premises.