

## Terms and Conditions

1. The Client Voucher is an agreement between the Client and the Hotel/group of Hotels (hereinafter referred as 'Seller'). This agreement incorporates the conditions of accommodation, dining, excursions and other services pre-booked by the Client from the Seller and affiliated third parties.
2. Accommodation, dining and excursion services pre-booked by the Client from the Seller are being provided on a direct basis.
3. Clients trip to Seller's country is considered to be Clients discretionary travel. Seller is not responsible for any damage or loss in any part of the trip excluding Sellers provided accommodation, dining and excursion services.
4. Client is aware and accepts all potential risks of discretionary travel (like flight delays, unexpected changes of local transportation schedules, liability to buy airplane tickets and travel insurance independently and similar situations).
5. The Seller is responsible for all pre-booked services stated in the Client voucher, except for third party transfer services.
6. If the Seller cannot provide pre-booked services, Seller is responsible to provide equivalent services or if it is not possible to return paid amounts to Client/do not charge client for services that have not provided.
7. In any case, except force majeure conditions (Client's illness, bad weather conditions etc.), accommodation, excursion and dining services stated in the Client voucher shall not be canceled, but upon Client's request may be replaced to another service of equivalent price or higher price service with additional payment.
8. All the services included into this Voucher, such as accommodation, dining and excursions (except transfer services) are considered to be a package offer provided all together for a common price.
9. Cancellations made more than 15 days to the arrival date are free of charge. Cancellations made less than 15 days to the arrival are subject of fee in amount 50% of the total price; Cancellations made less than 5 days - 75% of the total stay, 2 days -100%/
10. In the event of halfway cancellation of accommodation by the Client or if the Client refuses to take some of services, Client should pay the full amount for the services already provided, including the services which are complementary included in the package. This chapter doesn't cover cancellations caused by force majeure conditions.
11. All additional services, which are not included in the Voucher and which are requested by Client at the Hotel during accommodation should be paid separately at the full price.
12. All the Client's payments due shall be paid by the Client at the Hotel in USD currency not later than at 1 day prior departure, except if advance payment had been made by the bank transfer.
13. In the case of Client's early departure before the terms stated in the Client voucher (except the force majeure conditions), the Seller may charge the additional amount of 1 night stay according to price stated in the Client voucher.
14. The Client is informed on consequences of non-payment:

\_\_\_ 14.1. If the Client does not pay as it has been agreed – all and any services stated in the Client voucher will not be provided;

\_\_\_ 14.2. If the Client does not pay the Seller informs Maldivian custom, police and other corresponding institutions;

\_\_\_ 14.3. The Seller has rights to impound Client's property until due payments are made.

15. Client is informed about providing of transfer services:

\_\_\_ 15.1. The Seller is not responsible for any claims arise in connection with transfer services;

\_\_\_ 15.2. Any transfer is the subject of availability and is being arranged by third party. In case of force majeure (bad weather, boat breakdown etc.) Client will be advised to use alternative transfer option, which is subject to the charges provided by the party, which is operating the service. The Seller is not responsible for the third party service availability or pricing as well as for any expenses held by client and caused by third party service unavailability or pricing.

\_\_\_ 15.3. In case of unexpected cancellation of pre-booked and prepaid private transfer Client is being provided with alternative transfer options on equal price. If alternative is impossible, whole amount prepaid is being returned to Client.

\_\_\_ 15.4. The Seller is responsible to accompany the Client to a departure transfer only upon the Client's request.

16. In case of foreseen storm or other conditions could interrupt transportation services or in other way could hinder the Client to get from the Hotel to airport or to another island, the Seller must inform the Client in timely manner.

17. The Seller is responsible only for direct and proved damages caused to the Tourist health and/or property.

18. Both parties confirm Client voucher conditions and these Terms and conditions as known, acceptable and binding for them.

19. Client voucher to be signed by the Client and the Seller on the Client's arrival day.



