



NHOXANI VILLAS - RESERVATIONS AND CANCELLATION CONDITIONS 2023

Conditions: Prices include local VAT of 16%. Generally a minimum stay of 7 days is suggested from Saturday to Saturday.

Reservations:

High season - 80% deposit secures the booking with the balance payable 60 days prior to arrival.

Low season - 50% deposit secures the booking, 50% payable 60 days prior to arrival.

Any reservation less than 60 days prior to arrival, will require full payment to secure.

Cancellations:

HIGH SEASON reservations -

A refund of 80% of the gross booking value will apply only for the portion of time for which a replacement booking is secured, regardless of the notice period.

LOW SEASON reservations -

A refund on cancellation of 80% of the gross booking value will apply if a cancellation is received at least 120 days prior to visit.

No refunds on cancellation less than 120 days prior to the commencement of the visit unless a replacement booking is secured. Should a replacement be found, a 20% administration fee will be retained.

We will endeavour to secure a replacement booking. If we are successful, a refund of 80% will apply for the portion of time for which a replacement booking is secured

Where the original booking is cancelled and moved to an alternate date, and falls within the above cancellation terms, a 10% administration fee will be levied.

Failure to settle the balance of the tariff, within the stipulated period, allows the Operator to replace the booking. If we are successful, a refund of 80% will apply for the portion of time for which a replacement booking is secured.

Cancellations should be received in writing please.

BOAT TRANSFERS: Should you wish for us to assist with sourcing a charter boat to transfer you and your visitors from Maputo to Santa Maria and return, we will gladly oblige.

Once a reservation is made with the service provider on the terms agreed, the above cancellation terms and conditions will also apply to the boat transfer deposits.

TIME DEALYS: Should visitors not be able to travel on the exact arranged dates and times due to weather, arriving late or any other reason whatsoever, all parties agree to co-operate to try and arrange an earlier or later departure. We do not accept cancellations due to weather, but will do our best to assist with solutions, if required.

Please note that at all times, the Operators of Nhoxani Lodge and the Service Providers of transport, will be exempt of any liability relating to weather or any conditions beyond their control. There will be no refund applicable to a shortened stay or a no show.

Nhoxani Lodge reserves the right to cancel or postpone a reservation due to circumstances beyond the Operator's control.

Thanks for your understanding!

COVID / RELATED DISRUPTIONS: Should it not be possible to travel due to all borders experiencing closure, due to regulations preventing visitors from travelling to Mozambique from any country, we will oblige with a postponement of your booking for up to 12 months at the same villa. There will be no penalty, but if the period falls into a higher tariff time or the next calendar year, the quoted tariff will apply and an inflation top-up payment may be applicable. It is possible to buy travel insurance against the associated risks / or of contracting CV19 just before your holiday. We can provide the necessary contact details if you wish to mitigate against this risk and you can buy the insurance within 48 hours of paying your deposit.