

## Booking Conditions with Vanuatu Hotels

Hi fellow travellers, it is really important to read and understand the booking conditions. We have endeavoured to inform you of everything we can think of, in an easy to read and understandable manner. Vanuatu Hotels (VH) accepts and processes bookings subject to the following conditions:

### Validity

The rates listed are based on rates supplied to us by our local suppliers and exchange rates current at the time of pricing hence we reserve the right to alter these prices at any time for any reason reflecting changed conditions in the afore mentioned. Vanuatu tourism suppliers contracted rates commence from the 1st of April to the 31st of March the following year.

All information in this website is accurate to the very best of our knowledge, but please note that changes to your itinerary can and do occur every so often. VH will make every effort to keep you informed of any changes, but cannot be held liable for any alterations made to the itineraries resulting from changes out of our control or you not being reachable at the time of adjustment to your itinerary. Please refer to our website for the most recent update to any trip.

### Cancellation by you, the traveller

Loss of monies paid applies to most cancelled reservations. There is the non-refundable deposit to reserve, secure the room, and process the booking, plus in some cases the money paid for the room depending on how much notice you have provided, and the operator's specific cancellation policy stated in the booking page of our website. The date of cancellation is the date on which the **written** cancellation is received by VH, please telephone us by all means, but you must follow up with an email or Fax to authorize the change.

No refunds will be made if you voluntarily leave the accommodation provider you are in (you have to dialogue with the accommodation provider directly if you wish to do this as we process bookings to them but do not have management rights or any authority on how they run their business), for any reason after the itinerary has begun. Refunds will be at the discretion of VH if you are involuntarily forced to leave a trip for any reason. No refunds will be made for any accommodation, transport, sightseeing, meals or services not utilized (all our suppliers are paid immediately you pay us, we do not hold funds). You are strongly advised to **please take out cancellation insurance** at the time of booking which will cover cancellation penalties in most circumstances (Note: such insurance will not cover "a change of mind").

### Cancellation by Vanuatu Hotels

We reserve the right to cancel any itinerary or part of, due to circumstances beyond our control (such as cyclones, ceased air connectivity, political unrest, health issues, supplier falling into disrepute, and other unseen change of circumstances).

If VH is forced to cancel an itinerary or part of, you may choose between an alternative itinerary (we will do our utmost to look after you in this matter) or a refund less the booking deposit. VH is not responsible for any incidental expenses that you may have incurred as a result of your booking such as visas, vaccinations, non-refundable flights or loss of enjoyment, etc. If the alternative itinerary chosen is of a lower value than that originally booked then you are entitled to a refund of the price difference less the booking deposit. If the alternative tour chosen is of a higher value then you will pay the difference in price and the booking deposit will be readjusted accordingly.

## **Booking amendments**

As a travel wholesaler we buy rooms at lower rates than you can, direct from the hotel (unless the hotel is unethical, dishonour their contracts, and undercuts these rates direct to the public), we then place the lowest margins possible (to our knowledge, the lowest in the world) on those rates in order to cover our operating costs and offer you the cheapest rate possible, in some cases we may even sell at cost to assist the hotel. Hence, changes to the initial booking after we have done our work and provided our service will incur a fee, as further amendments to the booking will have not been included into the rate displayed on the site. If you wish to change your booking in any way, the following fees will apply:

**Requested rooms, transfers, flights etc have been confirmed by VH with suppliers, and client, yet to be secured with a holding deposit.**

Request for change received (in writing) at any time after booking confirmation has been received by VH will incur a AUD\$15 per person change fee, in addition to any suppliers (included in the itinerary) cancellation fees, or in special circumstances at VH's discretion. If there has been any change in the price of the tour you change your booking to, since the time of your original reservation, the new tour price will apply to the new reservation. These fees are in addition to any penalty charges levied by hotels, ground operators or airlines.

## **Transfer from one itinerary to another**

Request for change received (in writing) at any time after booking deposit has been received by VH and within 14 days of arrival will incur a AUD\$25 per person per change, in addition to any suppliers (included in the itinerary) cancellation fees, or in special circumstances at VH's discretion. If there has been any change in the price of the tour you change your booking to, since the time of your original reservation, the new tour price will apply to the new reservation. These fees are in addition to any penalty charges levied by hotels, ground operators or airlines.

## **Late bookings**

We do not charge for late bookings, we will always try to work around your needs. On some occasions it may not be possible for us to process late bookings.

## **Insurance**

Travel insurance is not compulsory for VH clients but it is something we strongly encourage. Your travel insurance must provide cover against personal accident, medical expenses, emergency repatriation and personal liability. We also recommend it covers cancellation, curtailment and loss of luggage, and personal effects, passports, and visas.

You must carry a valid passport (and have obtained the appropriate visas if needed from your country of origin). Please ensure your passport is valid for 6 months beyond the duration of the trip. It is your responsibility to ensure that you are in possession of the correct visas for your holiday. VH cannot accept responsibility for any costs incurred (hotel cancellation fees etc) if you are refused entry to a country because you lack the correct visa documentation.

## Responsibility

You acknowledge that travelling requires a degree of flexibility anywhere around the globe, especially in developing countries and understand that the trip's route, accommodation, tours, and modes of transport are subject to change without prior notice due to local circumstances. Should VH deem it advisable to amend an itinerary for any reason, it may do so by shortening, varying or altering it. These changes are binding and additional expenses will be charged to you if the reason for any alteration is outside VH's control. You acknowledge that VH contracts with a network of local operators, and individuals to assist in the running of its itineraries. To the best of VH's knowledge, these third parties are qualified to perform the duties they are contracted to perform. However, VH will not be held liable for any injury, damage, loss, delay or irregularity that may occur due to the behaviour of these third parties. VH will not accept responsibility or liability for any traveller who contravenes the laws or regulations of Vanuatu. No employee, servant or agent of VH has the authority to vary these conditions. This agreement is governed by the laws of Vanuatu

## Disclaimer

The information in this website may contain bugs, human errors, problems or other limitations. Vanuatu Hotels assumes no liability or responsibility for any errors or omissions on this site, or for any loss or damage arising directly or indirectly from the possession, publication or use of or reliance on information obtained from this website. It is provided in good faith and to our knowledge, the most updated, accurate unambiguous information on Vanuatu found in the world, but without express or implied warranty.

Please understand that travelling throughout the islands of Vanuatu may involve risks (and rewards) above and beyond those encountered on a more conventional holiday, and that you are undertaking an adventure trip with inherent dangers.

Please understand that travelling to a geographical area where, amongst other things, the level of accommodation, transport, safety, hygiene, cleanliness, medical facilities, telecommunications and infrastructure development may not be of your standard, or would find on a conventional holiday.

Before booking your holiday with Vanuatu Hotels it is understood that you have read and understood the Vanuatu Hotels advice for the trip you are undertaking, have taken all care to inform yourself on travelling throughout the destination and have provided any essential details of any pre-existing physical, mental or emotional conditions to Vanuatu Hotels that may affect your holiday. You therefore accept the risks and obligations, and fully assume the risks of your trip therefore releasing Vanuatu Hotels from any liabilities connected to these risks to the maximum extent permitted by law.