

GENERAL BOOKING / RESERVATION POLICY - HOTEL AND ACCOMMODATION

We like to thank you for booking and/or travelling with LRT (Lolotte Rental and Tours Ltd, Mauritius), a MPO of WHL.travel (an entities of The WHL.travel Group).

These Terms and Conditions apply to any products and/or services purchased from LRT, and govern the contractual relationship between you and LRT with respect to any such products and/or services.

The products and/or services offered by LRT can only be purchased by traveller/customer who have first read LRT's General Terms and Conditions and accepted them unconditionally by clicking on the appropriate box provided for the purpose. It is not possible to proceed with the booking process without this acceptance.

Each product and/or service or category of products and/or services, available on our network of web portals, may be subject to different condition, such as payment and/or cancellation. Traveller/ customer undertake to fulfil the obligations contained within these terms and conditions. The agreement between customers and LRT comes into force as soon as Expedia provides written confirmation of a booking to customers by email.

The conditions as per this link cover the following subject:

- Reservation Policy
- Cancellation/Refund Policy
- Disclaimer
- Law

Accommodation and other services:

To secure YOUR reservation, a minimum deposit or full payment is REQUIRED at time of booking and is communicated at the time you are securing your reservation.

Payment by credit card is set by default as this platform is an Ecommerce. Where payment is effected through bank money transfer; funds HAVE TO BE cleared through our bank within 4 working days of transaction or invoice being /effected/issued.

Availability Reconfirmation:

Any enquiry/accommodation which is confirmed as available is a 48 hour provisional booking, should payment not be received within the 48 hours then booking/accommodation is automatically released.

To secure a provisional booking, payment is to be effected within 48 hours, hence 2 working days, failing which further re-confirmation on availability will be subject to a separate admin charge of USD 10, payable before re-confirmation.

Credit Card Fees:

We reserve the right to apply part of or the full credit card fees on individual services such as transport, activities as well as accommodation. This is advised under the conditions of the individual service or at the point of the transaction.

CANCELLATION/ REFUND POLICY

Any modification or cancellation of a confirmed/ PAID reservation for services; will entail additional charges equivalent to the corresponding costs charged by the service providers. These charges may include penalties, administration fees and bank charges.

Every service provider has their own cancellation policy and the cancellation fee amount. Lolotte Rental and Tours (Hereafter refer to as LRT) has standardised these payment terms and cancellation fees in an effort to provide our clients with a clear standardised policy. We will advise upon booking if conditions have become more restrictive. OUR General Conditions SUPERSEDES if GENERAL CONDITIONS ARE NOT STATED IN RESPECTIVE PRICE LIST or no special conditions are MENTIONED ON THE invoice. If cancellations occur within seven days after booking of services, a 10% administration fee applies, excluding financial charges, if any.

We reserve the right to accommodate the traveller in the same type of accommodation and standard, if not better; in the event case of overbooking or whenever the service provider fails to provide the availability.

Hotel and Accommodation

Normal seasons:

6 weeks prior to guest's arrival: 85% of paid amount is refunded

Less than 6 weeks and no show: 0% of stay hence no refund

Peak season 20th December – 20th January;

Less than 8 weeks - 100% of stay, hence no refund

Less than 10 weeks - 50% of stay, hence 50% refund

Less than 12 weeks - 85% of stay, hence 85% refund

Cancellation of related services such as activities, transport and other services are subject to their respective policies.

Refund policy:

Any refund is effected 30 days end of month from date of approved refund from our accounting department.

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Travel Insurance:

Travellers are strongly advised to subscribe to adequate insurance covers relating to any activity throughout the trip. Travellers are advised to take up policies for risks relating to their transport, baggage losses, personal health complication or accidents and possible repatriation in case of death, hospitalisation, premature return tickets and trip cancellation in general.

Please refer to Travel insurance recommended on our site.

Customer Service and the handling of complaints

Queries or requests for information or complaints during a service should be first addressed to the services provided. Where a satisfaction answer or resolution is not found; the traveller should forward it to LRT using their original online booking account/email to or a traveller can call on the hotline provided on their voucher or arrival letter. Any complaints made post travel should reach LRT within 15 days after service was rendered.

DISCLAIMER:

We are not associated between any accommodation provider (hotel, self-catering or others), Activity and Transport provider other than being their official booking partner. LRT can UNDER NO CIRCUMSTANCES held liable for any mismanagement, failure of equipment, structure, facilities, or action taken by the provider and/or its staff, which result in injuries, death, delays, and damages to personal belongings or other discomfort for the traveller. We will however undertake to assist the traveller, during and after the incidents in any way possible and within our capacity such as address any complaints or claims towards a provider, recording the event, suggestion alternative solutions and arranging these, if possible free of charge otherwise at a preferential rate.

Applicable Law

These General Terms and Conditions are governed by the laws of the Republic of Mauritius. The Customer agrees that the Mauritius Courts shall have jurisdiction to hear and determine any dispute arising from the interpretation of these terms.

Final Provisions

If LRT Ltd. does not invoke one of the provisions of the GENERAL BOOKING / RESERVATION POLICY at any one moment, this must not be interpreted as a cession of the right to invoke it at a later date.

If any provision of these GENERAL BOOKING / RESERVATION POLICY (or part of any provision) is found by any court or other authority of competent jurisdiction to be invalid, illegal or unenforceable, that provision or part provision shall, to the extent required, be deemed not to form part of this agreement with the Customer and the validity and enforceability of the other provisions shall not be affected.

Every instance of force majeure, including the interruption of means of communication or a strike by carriers, hoteliers or air traffic controllers, will lead to the suspension of the obligations in these GENERAL BOOKING / RESERVATION POLICY that are affected by the force majeure event and the party affected by the force majeure event shall not be liable as a result of the inability to meet such obligations.

These General Terms and Conditions come into force on January 2015.



Lolotte Rental & Tours Ltd

Tourism Licence No.: 11032

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