



THANDA ISLAND

PRIVATE MARINE RESERVE

The following trading terms are applicable to **THANDA ISLAND**:

1. BOOKING PROCEDURE IN RESPECT OF THANDA ISLAND

1. All reservations made shall be subject to the cancellation policy provided for in terms of clause 2 once the Agent has asked **THANDA ISLAND** to confirm the booking.
- 1.2 The Agent shall be responsible for informing **THANDA ISLAND** of the confirmations, amendments, reductions or cancellations of rooms in all reservations which have been made, in writing, by e-mail. The onus of proof of delivery of this written information will be on the Agent.
- 1.3 Provisional bookings will be held as follows:

61 + days prior to arrival	7 days
60 – 31 days prior to arrival	5 days
30 days or less prior to arrival	48 hours

Upon expiry of the period aforesaid the reservation will be released, unless **THANDA ISLAND** is otherwise notified by the Agent.

1. In the event that **THANDA ISLAND** receives a reservation request, requiring space being held by the Agent on the conditions above, **THANDA ISLAND's** policy is to request the Agent to either release the said space, or require a minimum of 20% **deposit** to be paid by the Agent to **THANDA ISLAND** **within 7 days to secure the space**. In the **FESTIVE SEASON (1 Dec to 31 Jan)** the minimum **deposit payment** will be **50%** of the value of the booking. If, in the meantime, **THANDA ISLAND** receives a 100% confirmed booking with payment for the said dates, the agent will have 72 hours to convert their provisional booking into a full confirmed booking with payment, failing which, the booking will be released and the deposit refunded.

2. CANCELLATION POLICY

- 2.1 All changes or cancellation requests must be submitted in writing to **THANDA ISLAND'S** reservations department.

Thanda Tanzania Ltd P.O. Box 71, Mafia Island, Tanzania
T: +27 (0) 32 586 0149 (SA) E: info@thandaisland.com W: www.thandaisland.com
Company Reg No.: 82208 | Directors: P.V. Delvaux (South African); D. Olofsson (Swedish)



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2.2 On cancellation of a confirmed reservation, **THANDA ISLAND** shall be entitled to the payment of the following cancellation fees, which payment shall be made by the Agent as follows:

Cancellation 61+ days prior to arrival	Cancellation without penalties. Refund of deposit
Cancellation 60 and less days prior to arrival	100% of total payment

2.3 The Agent shall be solely responsible for the payment to **THANDA ISLAND** of all amounts due in terms of clause 2.2, which payment shall be made by the Agent within 21 (twenty one) days of the date of cancellation of the relevant booking.

2.4 In case of any last-minute cancellation given the below two COVID restrictions that do not allow guests to travel as desired, **THANDA ISLAND** will keep a credit of the amount paid for guests to use when they are able to travel.

- PCR test coming positive for the guest/s travelling.
- Border closed not allowing travel out of the country or banned in Tanzania.

2.6 Should an agent wish to transfer an existing booking to another agent, **THANDA ISLAND** must be notified in writing.

3. PAYMENT POLICY

3.1 All STO rates quoted by **THANDA ISLAND** are NETT and non-commissionable, and payment of invoices must be made nett of any financial transaction charges, unless otherwise stipulated by **THANDA ISLAND**.

3.2 Subject to the provisions of clause 1.3, reservations held by **THANDA ISLAND** where no deposit has been paid or guarantee has been given will be cancelled by **THANDA ISLAND** on notice to the Agent.

3.3 Unless prior arrangements have been made with **THANDA ISLAND**, the Agent will at all times be liable for final payment of bookings, which will be due as follows:

FESTIVE SEASON (1 DEC – 31 JAN)

Within 7 days of confirmation (refundable on terms of cancellation)	50% of total reservation value
60 days prior to arrival	100% of total reservation value

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FEBRUARY 1 THROUGH NOVEMBER 30

Within 7 days of confirmation (refundable on terms of cancellation)	20% of total reservation value
45 days prior to arrival	100% of total reservation value

- 3.4 The Agent shall be solely responsible for the payment to **THANDA ISLAND** of all amounts due in terms of bookings made in terms of clause 3.3, which payment shall be made within 7 (seven) days of the date of confirmation of the relevant booking.
- 3.5 Should guests not be able to travel on their booking date due to unforeseen reasons, they will have the opportunity to rebook without any penalties in the same year of travel provided at least 30 (thirty) days notice prior to arrival date is provided. If the new travel date falls in a new year, new rates may be applied.
- 3.6 All confirmed reservations are subject to cancellation fees as per clause 2.
- 3.7 Credit card payments may in exceptional circumstances be accepted from the Agent / guest by **THANDA ISLAND**, subject to an additional transactional surcharge of 4% on the credit card payment.

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