



MABECO TOURS

2017

Terms and conditions

1. DEPOSITS AND PAYMENTS:

A **non-refundable** deposit of **30%** is required to secure the reservations, on confirmation of travel services and arrangements. Full payment should be received no less than 4 weeks prior to the date of departure. Mabeco Tours has the right to cancel any trip or service that does not comply with the mentioned above. We accept the following payment methods: bank transfer (bank charges are responsibility of our guests); Credit card (Visa only and **4%** of extra fee for bank charge); or cash (**Meticais, USD or EUROS**). **In making payment, you confirm that you have read and accepted these Terms and Conditions.**

2. CURRENCY FLUCTUATIONS:

Mabeco Tours quotations and itineraries are subjected to daily currency fluctuations, revised on a daily basis. The fluctuations might change the value of a quotation, until the process is closed.

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3. CANCELLATIONS:

We have many suppliers, with different types of cancelation policies. Therefore, the client needs to adhere to these policies, once the package is purchased with Mabeco Tours.

In the event of cancellation of a package for any reason, the following cancellation charges will be levied in most cases:

More than 8 weeks prior to departure date – 30% of total price

4-8 weeks prior to departure date: 50% of total price

0-4 weeks prior to departure date: 100% of total price

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4. RE-SCHEDULE:

Mabeco Tours allows re schedule of the trips, as long as that there is no loss of bookings with suppliers and as long as there is no interference with other trips. All the costs associated with the re-schedule are responsibility of our guests.

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5. REFUNDS:

Refunds will not be given for unused services or if client is in a no-show. Certain excursions will be refunded in part or in full if the operator cancels the tour, due to bad weather conditions. For any trips that involve boats of any kind, Mabeco Tours will confirm the conditions of the weather 2 days prior the trip.

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6. DELAYS:

Mabeco Tours cannot be held responsible or liable for any delays prior to departure or during the course of any tour, whether brought about by technical difficulties, strikes, weather conditions or any other circumstances whatsoever whether foreseen or unforeseen. Any expenses whatsoever related incurred relating to these unscheduled extensions would be entirely for the passenger's account.

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7. PACKAGE EXCLUSIONS AND SPECIAL REQUESTS:

Mabeco Tours will not support all items, meals and services not specified in the programmes. All items of a personal nature such as telephone calls, laundry, meals and drinks not mentioned, acquisition of visas, souvenirs, and fines related to personal documentation, etc, are excluded from Mabeco Tours responsibility and therefore is our guest responsibility to cover these costs.

Mabeco Tours will endeavour to assist any special requests that our guests might have. We cannot guarantee such special requests and these should be specified at the time of booking.

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8. VOUCHERS AND TICKETS:

Documentation will only be prepared on receipt of full and final payment, a completed booking form and signing of these terms and conditions.

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9. TRAVEL DOCUMENTS AND HEALTH REQUIREMENTS:

Our guests are the ones responsible to check that all documents are in order and in compliance with Mozambican, South African and Swaziland laws (or the law of any country that the package covers). Any fines that result from the lack of documents, expired documents or any other irregularities will be inputted to our guest's responsibility. This includes passport validity (should be minimum of 6 months after your intended return date); Visa requirements (all guests arriving in Mozambique must have a entry Visa issued in the country of origin or the nearest Mozambican embassy or consulate); vaccination bulletins (Brazilian Nationals need to have an updated bulletin to present to Mozambican, South African and Swaziland authorities); re-entry Visas (Portuguese nationals should always present a copy of their airplane ticket, proof of accommodation – hotel booking or an authenticated letter of responsibility from a friend, in case you are staying in a private house, and also 2200 Meticaís in Cash for payment of the Visa issuing). All re-entry visas need a payment of 2200 Meticaís in cash (USD, EUR and ZAR are accepted as well). If a rental car is booked, the passenger requires a valid driver's license as well as a credit card for fuel deposits etc.

Mabeco Tours always asks for any special dietary requirements to our guests. Failure on informing such conditions could potentiate a health situation. Mabeco Tours will not be liable for the lack of information. Mozambique is a Malaria country and we recommend our guests to have a traveller doctor appointment in their country of origin.

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10. INSURANCE:

Mabeco Tours has a comprehensive insurance plan for our guests. We do recommend our guests to take out a personal travel insurance that covers cancellation & curtailment of trip, illness, baggage loss and damages.

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11. LIABILITY & RESPONSIBILITY:

Mabeco Tours will not be liable for any injury, death, loss, damage, accident, delay or Inconvenience, howsoever caused, during any journey, tour, residence or other facility arranged or booked by Mabeco Tours.

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