

Important Information

Great care has been taken in compiling this brochure to ensure that hotel, resort and other information is accurate. Our descriptions are based on assurances from hoteliers that the facilities shown will be available during the term of this brochure. It must be remembered, however, that the brochure is produced some months in advance and naturally changes can occur. If we are advised of any material changes by the hotel we shall do our utmost to pass this on to you as soon as we become aware of it.

Hotels

The choice of hotel is one of the most important steps in your holiday planning. The hotels we feature often include, what we consider, the best available in the destination. Some, however, have been selected for their prime location or their character or value and may not, therefore, be the best in other respects. If you have any doubts whatsoever please discuss the hotels with us. The final choice is, however, up to you.

Hotel Facilities

Hotel sports and entertainment facilities are shown in good faith as being available but their provision may be limited or they may not be available from time to time. Please note that where a hotel offers free water or other sports a deposit for equipment and a charge for instruction may be requested. Some outdoor activities such as beach services and water sports may be subject to weather conditions and sufficient support. **The use of some facilities listed may incur a charge, payable locally. If you are unsure please check with us.** If air-conditioning is provided the operation of this is at the discretion of hotel management and may be subject to energy saving regulations. Please also note that supplies of electricity and water can be erratic. Many resort hotels have open sided restaurants which attract local bird life particularly at breakfast time. In any developing resort or destination, building works must be expected and often start without prior warning. Hotels also have to be maintained and refurbished and swimming pools cleaned but the manager will try to ensure a minimum of inconvenience to guests.

Prices

The prices shown in this brochure are purely a guide to allow you to make an informed choice within your ideal budget. Unless otherwise stated they are based on 2 persons sharing a double/twin room. The actual price of your chosen holiday package will depend on your departure date and will be advised at the time of booking. This will also include any tactical offers/ discounts that hotels/airlines may make during the course of the year.

Accommodation

Even though we feature some of the best hotels in Mauritius some accommodations may still be considered modest by European standards. We are willing to request the hotel to place an extra bed in a twin room and a reduction may be offered. It must be understood, however, that floor and drawer space may be cramped. Beds for children may not be full single size and can often be 'rollaway' style. When we describe a room as having sea view this means you will have some view of the sea. The room may not face the sea and the view may be at an angle. Views may also be obscured by garden foliage. Please note that although we may describe the hotel as on the sea front or overlooking the sea it does not always follow that rooms have sea view. It should be noted that you may find your room has some uninvited guests such as the friendly little lizard, ants or even cockroaches. This should not be seen as a sign of dirtiness but a fact of life in the tropics.

Meals and Service

In general you cannot expect the same standards in faraway destinations as you might in Europe. In many areas much of the food has to be imported and meals will vary depending on the style of hotel. Please remember that food is very much a matter of personal taste and preference. Many hotels adopt a buffet style service for meals. Where we offer half or full board arrangements the meals are on a table d'hote (fixed menu) basis and often only served in the main restaurant. A supplement is usually required for a la carte meals and dining in speciality restaurants and in some cases the hotel will not allow any credit for the table d'hote meal not taken. We advise you to check with the hotel before dining. Unlike European hotels, it is usually not possible to substitute lunch for dinner when booking half board. Please note that no refund can be given for meals not taken. With few exceptions most faraway destinations have a rather relaxed attitude to service. It can be frustratingly slow at times but remember you are in the tropics. A friendly approach on your part is likely to achieve the best results.

Check in/Check out

Without exception all hotels operate the standard international practice with regard to check in and check out times. Check in is usually between 1400 and 1600 and check out between 1000 and 1200. This means you may have to wait some time after an early arrival for your room to be made up and vacate your room perhaps hours before your departure. Often hotels arrange for one room to be allocated to departing guests for changing etc. It may also be possible to retain your room until departure on payment of an extra charge. Obviously both depend on whether rooms are required for arriving guests.

Air Travel

All the arrangements shown in this brochure are based on normal scheduled flights. The timings and days of operation are as advised to us at the time of going to press. Any significant changes will be advised to you as soon as possible. Minor changes will be shown in your final travel documents. Given the distances travelled it is sometimes necessary to make stops en route for refuelling or to pick up joining passengers. Owing to security regulations it is not always possible to use this opportunity to stretch one's legs. The actual stops en route will be shown in your final itinerary. If you require details beforehand please ask us. Flight durations shown are an indication of the time spent in the air and do not include stops en route or time spent between connecting flights. It should be noted that all passengers travel under the conditions of carriage of the airline concerned as printed on their ticket. NB: Owing to changes in pressure, it is dangerous to fly less than 48 hours after scuba diving.

Seat Allocation

As seats on many international flights are allocated on check in, you are strongly advised to arrive early to secure the seats of your choice. Some airlines are willing to reserve seats in advance, and we will pass on your request. We cannot, however, guarantee the airline will be able to meet your requirements. All airlines have adopted a non smoking policy.

Luggage Allowance

The combined weight of hand luggage and that to be checked in must not exceed 23kgs. On some overseas domestic flights the luggage allowance may be less. Details will be sent with your travel documents. Clients travelling in business or first class will be entitled to a luggage allowance of 30kgs or 40kgs respectively.

Passports and Visas

Please ensure you hold a full passport and that it is valid for at least 6 months after your return date. The costs of passports and visas are not included in the holiday price. The visa information shown in this brochure is for British and Irish passport holders only. Holders of other passports (including Commonwealth passports) and of British or Irish passports issued abroad should check with the appropriate consulate or embassy as to the requirements for a visa. It is entirely your responsibility to ensure that your passport and visa documentation is in order. Failure to do so may lead to denial of exit from this country or of entry overseas. Any costs which consequently arise will be payable by you. It will also be deemed that you have cancelled your holiday and appropriate cancellation charges will be levied.

Flight Delays

In the event of a serious delay either the airline or ourselves will endeavour to provide meals at the appropriate times or accommodation in the event of any overnight delay, subject to availability.

Vaccinations and Health

The information on vaccinations in this brochure has been compiled from the Department of Health website www.fitfortravel.nhs.uk. We also recommend that you check with your own doctor as to which inoculations are considered necessary and available for specific areas. Back2Mauritius Ltd and Goldwing International (UK) cannot be held liable for the failure of clients to comply with the health requirements of countries they intend to visit. Airlines require that any women more than 28 weeks pregnant at the time of return travel should produce medical evidence of their fitness to travel. Even by following recommended precautions some of our clients may still be susceptible to stomach infections. Whilst we are sorry if this should detract from your holiday enjoyment, we obviously cannot accept any liability in this matter.

Safety

You are, of course, responsible for your own safety and you should make allowances for the fact that you may be visiting less developed countries. In general your own common sense must prevail. Do not make a show of wealth and avoid walking around towns or cities at night or too far from civilisation even during the daytime. Please remember in the tropics the sun can be deceptively strong and those inviting crystal clear waters may conceal strong undercurrents, sharp coral or sea urchins and the like. Take every precaution and take heed of local warnings.

The Foreign & Commonwealth Travel Advice Unit may have issued information about your holiday destination. You are advised to check this information by visiting the 'know before you go' section of the website www.fco.gov.uk